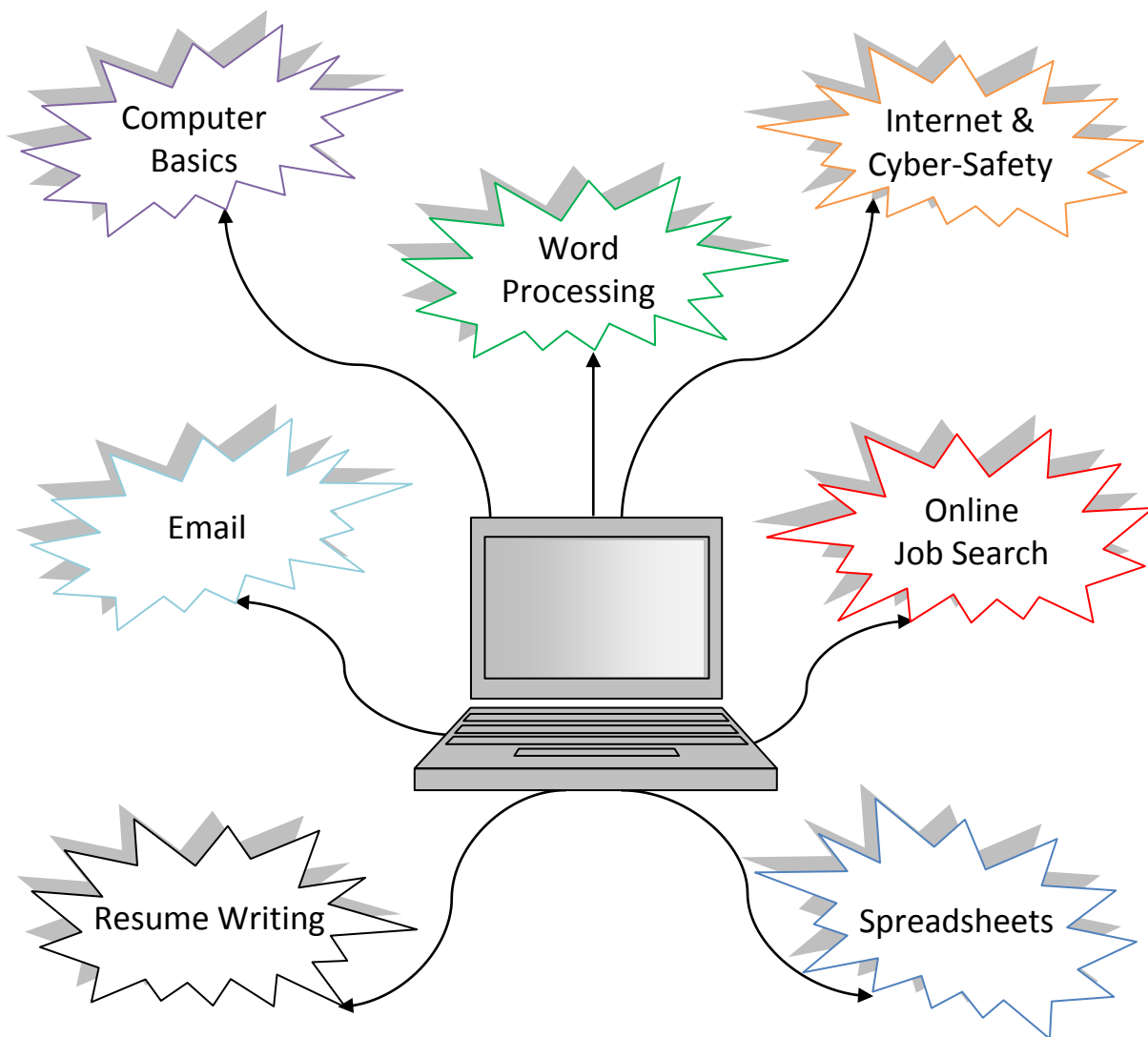




Time to upgrade?

Your library can help.

Technology Expertise, Access and Learning for ALL Texans



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TEAL Mobile Computer Lab Program

<https://www.tsl.state.tx.us/ld/teal/studentresources.html>

The Student Resource Page

When you visit the TEAL mobile computer lab program's STUDENT RESOURCE page, you will find links to the student manual, additional resources and the worksheets you worked with during your training sessions.

Technology Expertise, Access and Learning for ALL TEXANS

Property of

Email Address:.....

Password:.....

NOTE: If you chose to write your password in the space provided, be sure to keep this manual in a secure location. You should never share your password with anyone!

Password Hint:.....

Technology Expertise, Access and Learning for ALL TEXANS

TEAL is generously funded by the Broadband Technology Opportunities Program.



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TECHNOLOGY EXPERTISE, ACCESS & LEARNING FOR ALL TEXANS

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COURSE DESCRIPTIONS

Do you want to learn how to use a computer? Upgrade your job hunting or work skills? TEAL can help! Our experienced technology trainers can provide the following classes at your library *free of charge*:

Computer Basics is a two hour course designed to familiarize students new to computers with basic computer terminology, hardware, software, input (mouse and keyboard) and output (printer and external storage) devices, as well as the Microsoft Windows file structure.

Internet & Cyber-Safety is a two hour course designed to familiarize students with web browser basics, search engines, and search strategies. Ethical and safety concerns will also be considered.

Email is a two hour course designed to introduce students to email and other forms of electronic communication. Students will learn how to register for an email account, navigate an email interface, compose, send and receive messages, manage a contact list, and upload and download attachments. The course will also provide a brief overview of safety concerns and social networking.

Introduction to Microsoft Word is a two hour course designed to familiarize students with the common terminology, screen components and functions of Microsoft Word. Emphasis will be placed on proper document formatting techniques, file naming and file management conventions.

Introduction to Microsoft Excel is a two hour course designed to familiarize students with the common terminology, screen components and functions of Microsoft Excel. Emphasis will be placed on file naming and file management conventions. Students will create a working budget that they can save and use in their personal lives.

Resume Writing is a two hour course designed to instruct students how to craft a resume for a 21st century job search. Students will learn how to use computer resources to write, format, and distribute a resume that accurately reflects their skills, experience, and educational background.

Online Job Search is a two hour course that will provide students with strategies to conduct an effective online job search. Students will learn how to access job sites on the web, use job search engines, and fill out online applications. The course also includes a self-evaluation of skills and tips on how to guard the jobseeker's privacy during the job search.

COMPUTER BASICS

The *Computer Basics* training session is a two (2) hour course designed to familiarize students with the basic concepts underlying the basic workings of the computer, terminology, hardware, software, input and output devices, and the importance of file management.

Objectives:

- Describe the importance of computers in today's world
- Explain the basics of computer performance and how it relates to productivity
- Explain the role of memory
- Identify the primary hardware components of a computer
- Define the term program
- Describe what an operating system is and its role
- Define the term network and identify the benefits of networking
- Define the term Internet
- Describe the different types of productivity programs and their uses
- Describe the different types of communications programs and their uses
- Manage files and folders in Windows Explorer
- Perform basic file operations
- Perform proper shutdown procedures Identify the steps for starting a computer
- Identify the different groups of keys on a keyboard
- Perform different tasks by using a mouse

Why is it important to know how to use a computer?

Computers are everywhere and everyone is using them! Computers are in our cars, our kitchens, our living rooms, our stores and, most importantly, in our workplaces. They are used to communicate, to play, and to make everyday tasks easier (once you know how to use them!). The ability to use a computer and eventually navigate the internet will enable you to keep in touch with friends and family, perform routine tasks like paying bills more efficiently, and research health and other information quickly. Perhaps most importantly, computers can also help you achieve personal goals like finding a job and enhancing your career.

What is a computer?

A computer is an electronic device that accepts data (input), manipulates the data (process), produces information based on the manipulation (output) and stores the results (storage).

The computer performs 4 basic functions which make up the information processing cycle.

Input
Process
Output
Storage

Human Brain Analogy:

Input = eyes, ears, mouth & nose
Processing = brain
Output = verbal & non-verbal reactions
Storage = you have control / important keep / not imp. Delete

What types of things can you do, already do or want to do on the computer? Can we do these things without a computer?

YES... so...

The question is, "Why pay so much money for a machine that does things we can already do without the machine?"

Why do we use computers to do things we have always been able to do without a computer?

Speed: Computers can process data much faster than we can.
Accuracy/ Computers don't get sick (without help!), they are
Reliability: not distracted by loving or hating you, they don't care what you look like etc...
Memory: Computers are able to store and retrieve huge amounts of data much faster than we can.

5 Basic Components of a Computer

1. **Input:** A device we use to put information into the computer. List as many as you can think of.
.....
2. **Output:** A device we use to see the results of the computer's manipulation of the data we input. List as many as you can think of.
.....
***List as many devices as you can think of that are both input and output.
.....
3. **Central Processing Unit (CPU=Control Unit and Arithmetic Logic Unit):**

Control Unit interprets the instructions (traffic cop)

Arithmetic Logic Unit performs the arithmetic and logical functions (addition, subtraction, multiplication, division, equals, not equal, equal to or greater than, equal to or less than, greater than, less than...)
4. **Memory:** RAM (Random Access Memory)

This is where the computer holds data while it is needed for processing. It is volatile in that it loses its contents when the machine is turned off.

&

ROM (Read Only Memory): a set of chips that contain instructions that help a computer prepare for processing tasks. These instructions are permanent. The only way to change them is to remove the chips and replace them.
5. **Storage:** Hard Drive, Floppy Disk Drive, CD drive, Memory Sticks, etc... Discuss pros and cons of each storage method.

Computer Programs

A computer program is a set of step-by-step instructions that tell the computer how to perform a specific task. Without computer programs your computer is merely a really expensive paper weight!

System Software: Software that works with the operating system to control the interaction between the user, software and hardware.....

.....

Application Software: Software the computer uses to carry out a task as specified by the user.

- *Word Processing (Microsoft Word is a popular example of this):* enter, edit, format and print documents containing primarily, but not limited to text.
- *Spreadsheet (Microsoft Excel is a popular example of this):* enter, edit, format, print, sort and calculate primarily numeric data.
- *Communications:* email and the internet
- *Education and Entertainment:* Tutorials, Testing, Simulation, and Games (multimedia)

Input Devices

Mouse

- Click
- Double Click.....
- Right Click.....
- Click and Drag
- Drag and Drop

Keyboard

- QWERTY
- Function Keys
- Modifier Keys
- Directional Keys.....
- Numeric Keypad.....
- Other Keys.....
- Hot Keys / Shortcut Keys.....

File Management

- Importance
- My Computer
- My Documents
- Folders
- Subfolders
- Files
- File Naming Conventions
- File Types

Basic Computer Terminology

Computer: An electronic device that accepts input, processes data, provides storage and retrieval and provides output for the user.

5 basic components

- | | |
|----------------------------|------------|
| 1) Input Devices | 4) Memory |
| 2) Central Processing Unit | 5) Storage |
| 3) Output Devices | |

Information Processing Cycle: The sequence of events which includes (1) input, (2) processing, (3) storage and (4) output.

Input Device: A device which allows the user to enter data into the computer.

Examples: Mouse, Keyboard, Disks, Touch Screen Monitor, Microphone, Scanner

Output Device: A device which allows the computer to communicate the results of processing with the user.

Examples: Monitor, Disks, Speakers, Printer

Operating System: Software that communicates with the hardware and allows other programs to run.

Examples: Windows (any version), MAC OS (any version)

System Software: The files and programs that make up the operating system.

Device Drivers: Software that helps the computer communicate with a particular hardware device.

Application Software: A computer program designed to help the user accomplish a certain task such as: word processing, spreadsheet, web browser, presentation, and email.

Note: More information can be obtained about any of the above by typing the bold words above, along with the word define, into any search engine

File Management Terminology

My Computer: The computer is the primary storage device, and it is designated “Drive C:” in most operating systems. You can think of this as the storage room for all saved files.

My Documents: My Documents is a folder on the hard drive of your computer or on a server. This is generally the default folder for saving files unless you instruct the computer to save the file somewhere else. You can think of this as the filing cabinet in the file storage room (Drive C:).

Folder: You can create as many new folders as you need to organize your files. Folders can be placed directly on Drive C:, inside the My Document folder, or on the desktop. You can think of this as a filing drawer, in the filing cabinet, in the file storage room.

Subfolder/Directory: Subfolders are folders inside of other folders. Again, you can create as many subfolders as you need to organize your files. You can think of these as the hanging files in the filing cabinet drawer.

File: Files are created when you save a document, a spreadsheet, a presentation, a webpage, a picture, a video, a song and so on... You can think of files as the papers you would put in the hanging folders, in the drawers, in the filing cabinet in the file storage room.

File Type: Files come in all types and sizes. Type is determined by what kind of file it is and what program created it. Example: “practice.docx” is a Word file that was created using Word 2007 or Word 2010. We know that because the file extension (everything following the “.”, “period” or “dot”) is “docx.” File extensions associate the file with the program that created it, and “docx” is associated with Word 2007 and Word 2010. If you change the file extension, the program might not be able to open it because it won’t recognize it as its file type.

Saving Files

FILE / SAVE: If you don't make any changes, FILE / SAVE saves the file to either the default location (usually My Documents) with a default filename (usually document 1 or the first few words of text in the document).

If the file has already been saved, FILE / SAVE saves the file in the same location with the same name.

FILE / SAVE AS: Allows the user to change the location of the file and/or the file name.

Keyboard Tips

QWERTY Keyboard: The section of your keyboard containing the standard alphabetic characters including the row of numbers, the ENTER and the SHIFT keys.

Numeric Keypad: Laid out using the same layout of the standard calculator. Includes symbols for addition (+), subtraction (-) multiplication (*) and division (/).

Modifier Keys: SHIFT, ALT, CTRL & FN are used to modify the actions of other keys when they are pressed at the same time.

Function Keys: The function keys use may change from one program to another, but the F1 key generally opens the help menu for a program and the F5 key generally refreshes the active window.

Hot Keys or Shortcut Keys: A combination of keystrokes which, when pressed, carry out a command without using the mouse. These combinations may vary from one program to another.

Examples: CTRL C copies highlighted text/image

CTRL V pastes copied text/image

alt f x exits a program

CTRL f will open a Search option

Directional Keys:

HOME: moves the cursor to the beginning of the line it is on.

END: moves the cursor to the end of the line it is on.

PAGE UP / PAGE DOWN: moves the cursor up and down a designated amount of lines on the screen (the number of lines may vary depending on the program).

Arrow Keys: move the cursor one space or one line in the direction indicated by the key.

Other Keys:

DELETE: erases the character to the immediate right of the cursor or all highlighted characters.

BACKSPACE: moves the cursor one space to the left. It will delete one character to the left of the cursor and all highlighted text.

INSERT: Enters text in place of existing text. The insert key is a toggle key which means you press it one time to turn it on and one time to turn it off.

Mouse Tips

Click: Press the left mouse button one time to position the cursor on the screen or to activate a hyperlink.

Right Mouse Click: Press the right mouse button one time to open a pop out or contextual menu for the item clicked.

Double Click: Click the left mouse button two times quickly to select a word, open a file or a program.













Click and Drag: Position the cursor at the beginning of the text you want to work with, hold the mouse button down and move the mouse over the text. Release the mouse button when you have all of the text highlighted.

Drag and Drop: Select text or a picture and click, hold down the mouse button and move the text/picture/file to the new location and release the mouse button.

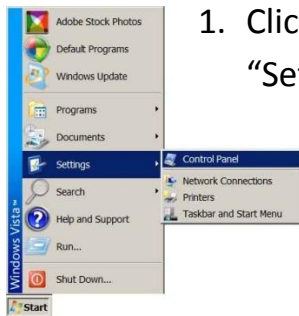
Scroll Wheel: roll it forward to move up on the screen and roll it back to move down on the screen.

Cursor: the image on the screen which indicates the location of the mouse pointer. The cursor may assume a number of different shapes depending on the user input.

Common Windows Cursors

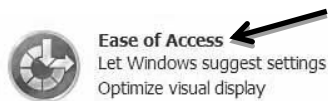
	Normal Select		Link Select		Move
	Help Select		Text Select		Horizontal Resize
	Working in Background		Not Allowed/ Available		Diagonal Resize
	Busy		Busy		Vertical Resize

Change Settings to Left-Handed Mouse

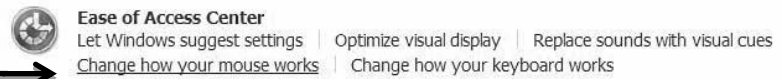


1. Click the Start button at the bottom left of your screen then click "Settings" then click "Control Panel."

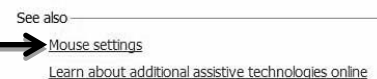
2. A new window will pop up. Look for the Ease of Access section and click on the bold "Ease of Access" link.



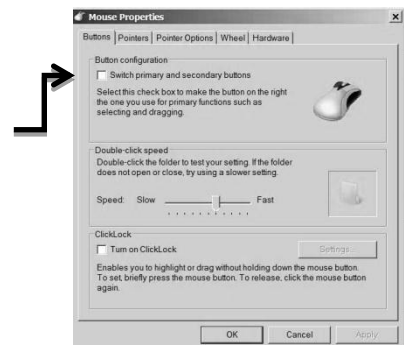
3. Click the "Change how your mouse works" link.



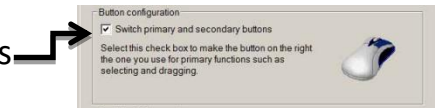
4. At the bottom of this window (you might need to scroll down) you will see a "See Also" section. Click on the "Mouse Settings" link.



5. A dialog box like the one to the right will appear. Click the white box next to the "Switch primary and secondary buttons" text to check it.



6. Click the "Apply" button at the bottom of this dialog box. It will only be active if you make a change in this dialog box. Then click the OK button.



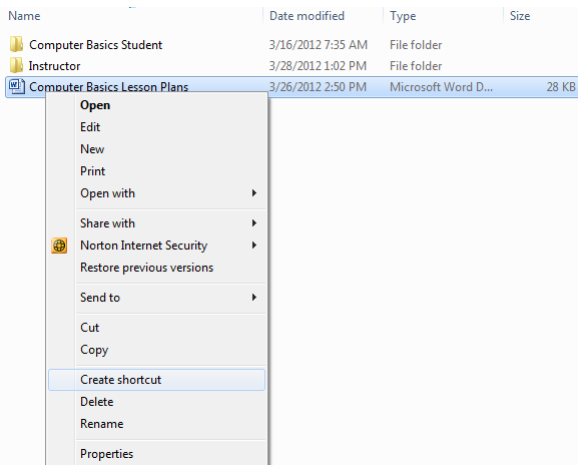
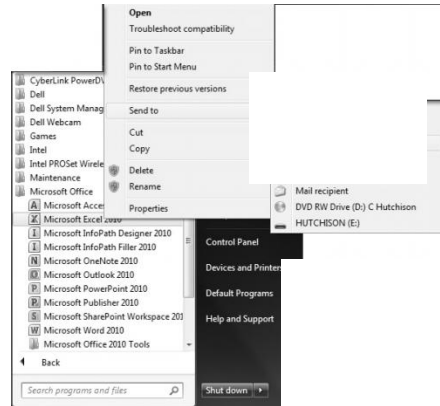
7. You may now close the remaining open windows by clicking on the x in the upper right hand corner of the window you want to close. But remember (!), the mouse buttons have been switched!

Create Shortcuts on Your Desktop

You can customize your desktop in many ways. The most practical additions to your desktop would be shortcuts. You can create shortcuts to programs you use on a regular basis and/or folders and files you use on a regular basis.

Create a Shortcut to a Computer Program:

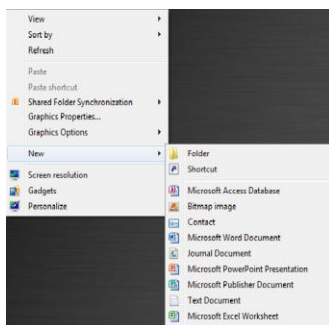
Click Start > All Programs > (Navigate to the program you want a shortcut for) **Right** Mouse Click on the Program > Click Send To > Desktop (create shortcut)



Create a Shortcut to a File:

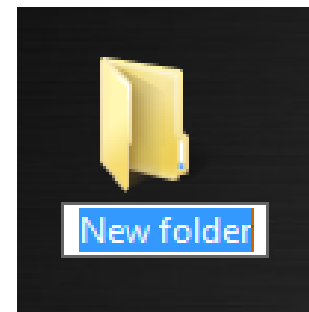
Go to the folder you have saved the file in and **right** mouse click on the file. Click Send To and then click Desktop (create shortcut)

Create a Folder on Desktop



Right mouse click on any empty space on your desktop and then click New > Folder.

A new folder will appear on the desktop with the name "New folder" highlighted. Type the name you want to name this folder and it is ready to use for more convenient storage.



Basic Computer Maintenance

Daily, Weekly & Monthly: Like cleaning out the garage or weatherproofing the porch, you need to remove unused programs and scan your Windows Registry only occasionally. But computing also has equivalents to washing the dishes and vacuuming the living room floor--jobs you have to do all the time. Luckily, you can automate most of these tasks.

Back Up Every Day: Backing up your data is like brushing your teeth: You have to do it, and do it right. And you should do it every day or at least often enough to avoid losing important files! (*Note from your trainer: If you follow the file management strategies taught in class, it will be much easier to back up your files because they will all be in one folder!*) And where should you copy those files to? CD-RWs and DVD-RWs work great, but a second hard drive is the best possible choice, especially if it's an external model that you can detach from the PC.

Weekly Scans and Updates: Antivirus software is useless if you don't keep it up to date. It's likely that your antivirus software can update itself automatically whenever you're connected to the Internet. But if it doesn't, do it yourself once a week.

Scan your hard drive for new viruses once a week, too. Every antivirus program is different, but you should be able to find a control that lets you do a manual scan. Most programs will also let you schedule weekly scans so you don't have to remember to do them yourself.

Of course, not all online evildoers use viruses; some exploit security holes that Microsoft left in Windows. You need to plug those holes. Luckily, Microsoft supplies the cement in the form of regular, downloadable patches. To see if there's one you need--and to download it if there is--just connect to the Internet and click the Windows Update icon that's near the top of the Start menu.

Scan your hard drive for errors: In Windows XP and 2000, open My Computer, right-click your hard drive, and select *Properties*. Click the Tools tab, then the Check Now button. In Windows 98 or Me, select *Start, Programs, Accessories, System Tools, ScanDisk*.

The Monthly Defrag: About once a month, you should defragment your hard drive.

Over the course of regular PC use, your files get fragmented--spread out all over your hard drive. That photo you just loaded may appear to be all in My Photos, but physically, bits and pieces may be spread out and mixed up like carrot slices in a well-tossed salad.

When everything is working well, this fragmentation doesn't do any harm. But should disaster befall your drive, your chances of recovering a fragmented file are a lot worse than your chances of recovering a contiguous one.

Keep it Physically Clean:

Step 1: Inside the Case: If you see dust or other debris accumulating around the vents of your desktop or laptop, you can bet there's more inside. To remove it, you'll need to open the case. That may sound more intimidating than it really is. Before you begin, make sure the computer is turned off and disconnected from the power source.

One more consideration: Manufacturers' policies vary, but, in some cases, opening your computer case may void your warranty. You may even encounter a warning sticker on the case. Review your warranty terms before continuing.

Touch as little as possible inside the computer—keep your fingers away from cards and cords. Look for any dust bunnies or other bits of fluff in the nooks and crannies. Pick these out carefully with tweezers or a cotton swab. Blow compressed air around all of the components and along the bottom of the case, keeping the nozzle at least four inches away from the machine. Blow air into the power supply box and into the fan.

Try to aim the stream of pressurized air in such a way that it blows debris out of and away from crevices and recesses, rather than driving it deeper in. Take particular care when blowing the delicate fans. Overspinning them with excessive pressure can crack a blade or damage the bearings. Position the compressed air can well away, and use short bursts of air rather than a steady blast. As a precaution, you might also carefully immobilize the fan blades with your fingertip or a cotton swab while using the air can.

Lastly, blow air into the floppy disk, CD or DVD drives, and I/O ports—but again, not too aggressively. Wipe the inside of the cover with a lightly moistened cloth, and dry it before replacing it.

Step 2: Outside the case: Run a cotton swab dipped in rubbing alcohol around all of the openings on the outside of your case. Give them one swipe with the damp end of the swab and one swipe with the dry end.

Step 3: Keyboard: Turn the keyboard upside down and gently shake it. Most of the crumbs and dust will fall out. Take a can of compressed air and blow into and around the keys. Next, take a cotton swab and dip it in rubbing alcohol. It should be damp, but not dripping wet. Run the cotton swab around the outside of each key. Rub the tops of the keys. Don't be stingy with the swabs. Discard them when they start to get dirty, and switch to a fresh one. If you have a laptop, follow the same procedure but take extra care with your machine—treat it as gently as you would a carton of fresh eggs. If your laptop has a touchpad, use the damp swap to wipe it clean, as well. Do this keyboard cleanup monthly.

It's tempting to use a vacuum cleaner to suck the debris out of the keyboard and other parts of the computer, but technicians warn that it can create a static electrical charge that can actually damage the computer's sensitive electronics.

Worried about spills? If a spill happens, immediately turn off your computer, disconnect the keyboard, and flip it over. While the keyboard is upside down, blot the keys with a paper towel, blow compressed air between the keys, and leave it to air dry overnight. Check to ensure that all traces of moisture have evaporated before using the keyboard again. Laptop spills need more attention because liquid can easily penetrate the keyboard and damage internal parts. For laptop spills, immediately turn off the computer and remove any external power source and other items plugged into it. Turn the laptop over, remove the battery, and then bring it to your nearest repair center to check for internal damage. Simply blowing compressed air into the keyboard and letting your computer air dry upside down overnight aren't enough, because liquids can sit inside a laptop for days.

For all spills, be aware that anything other than plain water may cause severe damage, and never attempt to dry a keyboard or laptop in a microwave or conventional oven.

Step 4: Mouse: Disconnect the mouse from your computer. Rub the top and bottom of your mouse with a paper towel dipped in rubbing alcohol. Scrape hard-to-remove grime with your fingernail. If you have an optical mouse, ensure that no lint or other debris obscures the light-emitting lens on the underside of the mouse.

If you use a mechanical mouse, open the underside of the mouse and remove the ball. (In most cases, you simply need to rotate the plastic ring encircling the ball one-quarter turn counterclockwise.) Wash the ball with water, and let it air dry. To clean inside a mechanical mouse, dip a cotton swab in rubbing alcohol and rub all of the interior components, paying particular attention to the little rollers, where gunk tends to collect. Finally, blow compressed air into the opening and ensure that the interior is dry. Replace the ball and the cover.

Step 5: Monitor: For liquid-crystal display (LCD) laptop and flat-panel monitor screens, slightly moisten a soft, lint-free cloth with plain water. Microfiber cloths are excellent for this purpose. Avoid using paper towels, which can scratch monitor surfaces. Do NOT spray liquid directly onto the screen—spray the cloth instead. Wipe the screen gently to remove dust and fingerprints. You can also buy monitor cleaning products at computer-supply stores.

For glass CRT (television-style) monitors, use an ordinary household glass cleaning solution.

Unless your manufacturer recommends differently, don't use alcohol or ammonia-based cleaners on your monitor, as these can damage anti-glare coatings. And never try to open the housing of a CRT monitor. Capacitors within can hold a dangerous electrical charge—even after the monitor has been unplugged.

Clean the monitor weekly. Finally, make sure that everything is dry before you plug your computer back in.

INTERNET BASICS & CYBER SAFETY

Internet & Cyber-Safety is a two hour course designed to familiarize students with web browser basics, search engines, and search strategies. Ethical and safety concerns will also be considered.

Objectives:

- Define Internet and World Wide Web
- Describe the difference between Internet and World Wide Web
- Define basic Internet terminology
- Describe web browsers and their uses
- Identify screen components of Internet Explorer
- Students will identify the basic parts of the world wide web
- Discuss security issues on the internet
- Discuss ethical issues with respect to internet use
- Identify the components of a URL
- Students will learn to understand what the different parts of search results suggest about the content of the pages they offer
- Apply the principles of evaluation to Web sites
- Students will use and compare search strategies using Boolean and operator search modifiers
- Students will understand the importance of strong passwords
- Define “networks”- 2 or more computers connected by cables, telephone lines, radio waves, satellites, or infrared light beams
- Define “internet” - a global network of networks with billions of connected computers
- Define “World Wide Web” - the system we use to access the internet
- Define “Web Browser” – the type of program we use to access the World Wide Web

- Review screen components of Internet Explorer from the top down.

Title Bar:.....

Minimize:

Restore:

Close:

Address Bar:

.....

Back & Forward Buttons:.....

.....

Tabs:

.....

Status Bar:

.....

- Define “**Hyperlink**” – a command embedded in text or an object which, when clicked, will open another file, take you to another place in the same file or to a new location on the internet.

.....

.....

- Define “**URL**” (Uniform Resource Locator) or Web Address – the global address for documents and other resources on the internet.

.....

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- Define “**Search Engine**” – a program that searches documents / web pages for a particular word or set of words and returns a list of pages containing those words and/or set of words.

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Internet Search Tips

- **Every word matters.** Generally, all the words you put in the query will be used.
- **Search is always case insensitive.** A search for [new york times] is the same as a search for [New York Times].
- Generally, **punctuation is ignored**, including @#\$%^&*()=+[]\ and other special characters.
- **Keep it simple.** If you're looking for a particular company, just enter its name, or as much of its name as you can recall. If you're looking for a particular concept, place, or product, start with its name. If you're looking for a pizza restaurant, just enter pizza and the name of your town or your zip code. Simple is good.
- **Think how the page you are looking for will be written.** A search engine is not a human; it is a program that matches the words you give to pages on the web. **Use the words that are most likely to appear on the page.** For example, instead of saying [my head hurts], say [headache], because that's the term a medical page will use.
- **Describe what you need with as few terms as possible.** The goal of each word in a query is to focus it further. Since all words are used, each additional word limits the results. If you limit too much, you will miss a lot of useful information. The main advantage to starting with fewer keywords is that, if you don't get what you need, the results will likely give you a good indication of what additional words are needed to refine your results on the next search. For example, [weather Cancun] is a simple way to find the weather and it is likely to give better results than the longer [weather report for Cancun Mexico].
- **Choose descriptive words.** The more unique the word is the more likely you are to get relevant results. Words that are not very descriptive, like 'document,' 'website,' 'company,' or 'info,' are usually not needed. Keep in mind, however, that even if the word has the correct meaning but it is not the one most people use; it may not match the pages you need. For example, [celebrity ringtones] is more descriptive and specific than [celebrity sounds].

(Some of these tips were copied from

<http://support.google.com/websearch/bin/answer.py?hl=en&answer=134479> on April 13, 2012. Although sourced from Google, they also apply to searches using any search engine.)

INTERNET SCAVENGER HUNT

- When did William Barret Travis write his famous letter from the Alamo?

Answer:

- What are the words of the Pledge of allegiance to the Texas State Flag?

Answer:

- Who was the “Bandit Queen of Dallas?”

Answer:

- Who declared the “hook ‘em horns” the official UT hand symbol in 1955?

Answer:

- Where was Lyle Lovett born?

Answer:

- Where is the museum for East Texas Culture located?

Answer:

- What was the name of the school in Rusk Country where a natural gas leak led to an explosion, killing 319 students and teachers.

Answer:

- What town was the Edwards County seat from 1883 – 1891?

Answer:

- What is the estimated number of songs with Texas or Texas places in the titles?

Answer:

- What is the Texas State Shell?

Answer:

- The King Ranch is bigger than what state?

Answer:

- Where was Sam Houston born?

Answer:

- What children’s book was set in Camp Green Lake Texas?

Answer:

How to Evaluate a Web Page

- **Purpose:** Why was the page created? To:
 - Inform
 - Entertain
 - Advertise or Sell a product or service
 - Influence views, beliefs, elections
 - Provide up-to-the-moment news
 - Personal enjoyment
- **Sponsor/Owner:** On what type of Internet provider or organization does the page reside?
 - Government agency
 - Educational
 - Business/Company
 - Association: Professional, Trade, Entertainment
 - News bureau: television, newspaper, radio
 - Personal (Individual)
- **Organization and Content:** Is the page organized and focused? Is it well designed? Is the text well written? Are the links relevant and appropriate? Are the links evaluated?
- **Bias--political or issue stance** (of the author or sponsor): Most web pages have an inherent bias that will impact the way information is conveyed on them. Is the author or sponsor:
 - left/liberal?
 - right/conservative?
 - center?
 - a political action group or association?
 - a business?
- **Date of Production/Revision:** When was the web page produced? When was it last revised? How up-to-date are the links? Are the links still viable?
- **Usefulness:** Is the web page relevant to your search?
- **Authority/Author** Who is responsible for the page? Is the author an expert in this field? What else has he/she written or produced? Does the author provide an e-mail address? How accurate is the provided information? Is a bias evident?
- **Audience:** To what type of reader is the web page directed? Is the level appropriate for your needs? Is the page for:
 - general readers?
 - students (elementary, high school, college, graduate)?
 - specialists or professionals?
 - researchers or scholars?
- **Coverage:** Does the page cover the topic comprehensively, partially or is it an overview?
- **Illustrations:** Are the graphics clear in intent, relevant and professional looking? Do the graphics add to or enhance the content?
- **Security** Are security and/or encryption systems employed when necessary?

WEBSITE EVALUATION RUBRIC

[HTTP://WWW.LOC.GOV/EXHIBITS/LEWISANDCLARK/LEWISANDCLARK.HTML](http://www.loc.gov/exhibits/lewisandclark/lewisandclark.html)

WEBSITE # 1	1	2	3	4	5
Purpose					
Sponsor/Owner					
Organization and Content					
Bias--political or issue stance					
Date of Production/Revision					
Usefulness					
Authority/Author					
Audience					
Coverage					
Illustrations					
Security					

NOTES:

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[HTTP://WWW.UNMUSEUM.ORG/UNMAIN.HTM](http://www.unmuseum.org/unmain.htm)

WEBSITE # 2	1	2	3	4	5
Purpose					
Sponsor/Owner					
Organization and Content					
Bias--political or issue stance					
Date of Production/Revision					
Usefulness					
Authority/Author					
Audience					
Coverage					
Illustrations					
Security					

Internet Basics Terminology

Adware: A malicious code that displays unsolicited advertising on your computer.

Blog: A personal or professional journal kept on a Web site which is updated frequently. Blogs generally have a theme and can be private or public.

Chat room: An online site used for social interaction, usually based on a topic or theme, where people with shared interests can “chat” with others.

Content filtering: Allows you to block internet access to certain types of content.

Cookie (also referred to as a Tracking cookie, browser cookie, HTTP cookie) : Cookies are small pieces of text stored that a web browser places on a user’s computer.

Cyberbully, cyber bullies, cyberbullying: Bullying that occurs online.

Cyber crime: Criminal activity that targets computers or uses online information to target real world victims.

Download: Transfer material from a server or remote computer to your computer.

Email Signatures: this is a block of text added at the end of emails. It often contains your full name, possibly your Job description, location, phone number, an inspirational thought etc.

File sharing: Refers to the ability to store files either in a central place that can be shared with as few as one other person, or publicly.

Freeware: This is software that is owned and copyrighted, but that the owner is giving away for free.

Identity theft: Stealing someone’s identity in order to impersonate them.

Malware: stands for Malicious softWare and is an umbrella term that includes any type of harmful code – “trojans”, “worms”, “spyware”, “adware”, etc that infiltrate a computer without consent of the computer user and are designed to damage the computer, collect information, or allow your computer to be subverted and used remotely to send spam etc.

Phishing: the attempt by people to impersonate a business in order to trick you into giving out your personal information.

Posting: Means to upload information to the web

Scam: to con, cheat, trick, swindle, others.

Shareware: Shareware is method of product advertising that lets you 'try before you buy'. This type of software can be downloaded from the Internet or may be distributed as a CD and can be used free of charge.

Social networking: Refers to a category of Internet applications to help connect friends, business partners, or other individuals together using a variety of tools

Spam: Unsolicited e-mail attempting to sell you something. Also known as junk mail.

Spyware: is stealthy software that leverages your Internet connection to collect information about you without your knowledge or consent and sends it back to whomever wrote the spyware program. Like adware it is often installed when you download 'freeware' or 'shareware' programs. Spyware may be looking for your banking information, personal information, etc. It is illegal and pervasive.

URL: (Uniform Resource Locator) refers to a unique internet address of a file or destination. To find a particular site or document you type the URL into the browser window and the browser will bring up that particular address.

Virus: a computer program which can duplicate itself and spread from one computer to another.

Web Page: a document on the web. Each web page has a unique URL.

Web Site: a group of related web pages.

Web Server: computers connected to the Internet that host web sites.

11 Tips for Safe Online Shopping

These tips have been abbreviated for the sake of space. Read the full text at <http://www.pcmag.com/article2/0,2817,2373131,00.asp>

1. **Use Familiar Websites:** Start at a trusted site rather than shopping with a search engine.
2. **Look for the Lock:** Never ever, ever buy anything online using your credit card from a site that doesn't have SSL (secure sockets layer) encryption installed—at the very least. You'll know if the site has SSL because the URL for the site will start with HTTPS:// (instead of just HTTP://). An icon of a locked padlock will appear, typically in the status bar at the bottom of your web browser, or right next to the URL in the address bar.
3. **Don't Tell All:** No online shopping store needs your social security number or your birthday to do business. When possible, give the least amount of information possible.
4. **Check Statements:** Go online regularly and look at electronic statements for your credit card, debit card, and checking accounts. If you see something wrong, pick up the phone to address the matter quickly.
5. **Inoculate Your PC:** You need to protect against malware with regular updates to your anti-virus program.
6. **Use Strong Passwords:** We like to beat this dead horse about making sure to utilize strong passwords, but it's never more important than when banking and shopping online.
7. **Think Mobile:** There's no real need to be any more nervous about shopping on a mobile device than online. The trick is to use apps provided directly by the retailers, like Amazon, Target, etc.
8. **Avoid Public Terminals:** Hopefully we don't have to tell you it's a bad idea to use a public computer to make purchases, *but we still will. If you do, just remember to log out every time you use a public terminal, even if you were just checking email.*
9. **Privatize Your Wi-Fi:** If you do decide to go out with the laptop to shop, you'll need a Wi-Fi connection. Only use the wireless if you access the Web over a virtual private network (VPN) connection.
10. **Count the Cards:** Gift cards are the most requested holiday gift every year, and this year will be no exception. Stick to the source when you buy one; scammers like to auction off gift cards on sites like eBay with little or no funds on them.
11. **Know What's Too Good to Be True:** Skepticism, in most cases, can go a long way toward saving you from a stolen card number.

Social Networking Safety Tips (from AARP)

Social networking websites such as MySpace, Facebook, Twitter and Windows Live Spaces are services people can use to connect with others and to share information such as photos, videos and personal messages. As the popularity of these social sites grows, so do the risks of using them.

1. **Use caution when you click links** that you receive in messages from your friends on your social website. Treat links in messages on these sites as you would links in email messages.
2. **Know what you've posted about yourself.** A common way that hackers break into financial or other accounts is by clicking the "Forgot your password?" link on the account login page. To break into your account, they search for the answers to your security questions, such as your birthday, home town, high school class or mother's middle name.
3. **Don't trust that a message is really from who it says it's from.** Hackers can break into accounts and send messages that look like they're from your friends, but aren't. If you suspect that a message is fraudulent, use an alternate method to contact your friend to find out.
4. **To avoid giving away email addresses of your friends, do not allow social networking services to scan your email address book.** When you join a new social network, you might receive an offer to enter your email address and password to find out if your contacts are on the network. The site might use this information to send email messages to everyone in your contact list or even everyone you've ever sent an email message to with that email address. Social networking sites should explain that they're going to do this, but some do not.
5. **Type the address of your social networking site directly into your browser or use your personal bookmarks.** If you click a link to your site through email or another website, you might be entering your account name and password into a fake site where your personal information could be stolen.
6. **Be selective about who you accept as a friend on a social network.** Identity thieves might create fake profiles in order to get information from you.
7. **Choose your social network carefully.** Evaluate the site that you plan to use and make sure you understand the privacy policy. Find out if the site monitors content that people post. You will be providing personal information to this website, so use the same criteria that you would to select a site where you enter your credit card.
8. **Assume that everything you put on a social networking site is permanent.** Even if you can delete your account, anyone on the Internet can easily print photos or text or save images and videos to a computer.
9. **Be careful about installing extras on your site.** Many social networking sites allow you to download third-party applications that let you do more with your personal page. To download and use third-party applications safely, take the same safety precautions that you take with any other program or file you download from the Web.
10. **Think twice before you use social networking sites at work.**
11. **Talk to your kids about social networking.**

EMAIL

Email Basics is a two hour course designed to introduce students to email and other forms of electronic communication. Students will learn how to register for an email account, navigate an email interface, compose, send and receive messages, manage a contact list, and upload and download attachments. The course will also provide a brief overview of safety concerns and social networking.

Objectives:

- Register for a personal email account and learn how to use key email functions effectively
- Create an online email account
- Understand importance of password
- Change password
- Add contacts to address book
- Create folders to organize emails
- Write and send e-mail messages
- Manage e-mail messages
- Add attachments
- Save attachments
- Text editing capabilities

What is Email?

Email is a way to exchange digital messages via the internet. Because email is so easy and convenient to use, it has revolutionized the way people communicate. In 2011, there were over 3 billion email accounts! Here are some advantages that email has over conventional mail or “snail mail”:

Email	Snail Mail
Send messages instantly	Mail arrives after 2-3 days
Access anywhere	Fixed physical address
Free with internet connection	Cost of a stamp

Other Advantages

- Other tools (calendar, contact list chat)

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- Private (password protected)

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- Access other parts of the web

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- Send emails to large numbers of people at once

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- More than just text: share pictures and other files

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- Easy to organize (if you know the tricks)

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Parts of an Email Address:

Gary.Glassjaw@gmail.com



username at email provider

What happens if you don't type in an email address correctly?

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Desktop email vs. “**Webmail:**” List popular web email providers (Gmail, Yahoo, Hotmail)

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How to sign up for an email account

1. Choose a username
2. Create a password (don't forget it!)
3. Enter other information (real name, birthday, gender)

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- 3 main email windows: **inbox, email message window, compose window**

1. **Inbox:** What are the main parts of the inbox?

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2. **Email Message Window:** What are the main parts of the message window?

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3. **Compose Message Window:** What are the main parts of the compose message window?

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Key Functions

- BASIC
 - **Send** messages—send messages to instructor account and neighboring students
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 - Read and **reply** to a message
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 - Add contact to **contact list**
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 - **Forward** a message.....
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- ADVANCED
 - **CC** and **BCC**
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 - Selecting multiple emails
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 - Folders, labels, stars
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- Deleting/Archiving email

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- Save/recover a draft

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- Search email

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- Apply a filter

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- Attachments Upload and Download

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- Hyperlink

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- Account Settings

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Email Etiquette and Safety

- SENDING EMAIL
 - Difference between Reply and Reply All

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- Check addresses before sending

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- Check email for typos before sending

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- Don't forward chain mail!

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- PERSONAL EMAIL TO FRIENDS AND FAMILY
 - More informal

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- Subject lines—relevant

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- Feelings can be difficult to convey in an email. Using **emoticons** can help set the tone of email. (See page 38 of this manual for examples)

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- Fonts and styles (don't write in all caps or use lots of different fonts, hard to read colors)

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- Greetings, closing lines (Hi _____, thanks, etc.)

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Business Email

- Appropriate email addresses to leave a good first impression

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- Use a formal tone when applying for jobs; can use more relaxed but still professional tone in established business relationships

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- Company may be able to read your email!

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Protecting Yourself

- Make your password difficult to guess and never tell anyone your password

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- Spam—Junk mail that could harm your computer. Don't open or reply to it! Show how to move to spam to spam folder

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- Phishing—Scam that pretends to be an official communication from a trusted source, like a bank, trying to get valuable information from you. Do not give out your information if you are not sure.

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- Only open attachments from people you trust

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- Beyond Email

- Calendar

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- News

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- To-do list

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- Create documents

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- Email is the first step to using the internet to communicate. Now there are lots of other ways to connect with people over the internet:

- Social Networks—Facebook, LinkedIn, Twitter, Google Plus

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- Internet Phone—make calls to anyone in the world through services like Skype.

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EMAIL ACTIVITY (pg 40)

Email Terminology

Attachment: an uploaded file (picture, song, document, etc.) sent over email.

BCC: short for “blind carbon copy.” Adding email addresses to the BCC line of an email is a way to email multiple recipients without revealing their email addresses to other recipients. This is good idea if you want to protect the privacy of your contacts.

CC: short for “carbon copy.” Adding email addresses to the CC line of an email is a way to send a copy of an email to someone who is not the main recipient. Use CC to keep people informed of topics they may have an interest in.

Contact List: a list of people you communicate with over email. Contact lists can include names, email addresses, phone numbers, physical addresses, usernames, and more.

Draft: an unfinished and unsent email. A draft is saved in the draft folder.

Email: a way to exchange electronic messages over the internet.

Email Address: identifies where email is sent. Every email address has three parts: username, @ symbol, and a domain name (i.e. gmail.com).

Emoticon: a small icon, usually a face, representing an email writer's emotion. Emoticons are often used to casually set the tone of a message.

Filter: a way to automatically organize email according to rules set by the email user.

Folder/Label: used to organize emails by user-specified category.

Forward: send a copy of an existing message to a new recipient. Abbreviated as "FW."

Inbox: place where messages are received. Unread messages are usually displayed in bold.

Instant Message: also called "chatting," this is an informal way to send short messages and receive immediate responses, allowing users to have real-time conversations.

Phishing: an email-based scam that attempts to gain users' personal information by sending counterfeit messages that appear to be from a trusted entity like a bank. Email users should always be wary when they receive messages asking for personal information like passwords, bank account numbers, social security numbers, and so on. See spam below.

Reply: respond to a received message. Abbreviated as "RE."

Reply All: respond to all recipients of a message. Be careful when replying to multiple recipients!

Sign in/Sign out: securely enter and leave email account. Sometimes called "log on/log off."

Spam: junk mail sent over email. Some spam contains viruses that could harm your computer, so never open email from an unknown sender. Many email programs use spam filters that try to keep spam out of the inbox.

Subject: descriptive text that explains the purpose of a message.

Webmail: a web-based email service accessed via a web browser, like Internet Explorer. Webmail can be accessed anywhere with an internet connection. Examples of webmail are Gmail and Yahoo mail.

Emoticons

:~)	☺	Smile	:-(☹	Frown
^_^		Delighted	:~/		Sarcasm
:-D		Big Toothy Smile	:-*		Kiss
:-X		Lips are sealed	:-O		Scream or Surprise
;-)		Wink	-_-		Disappointed, Upset, Ashamed

There are many more emoticons in use than the ones listed above. If you search for the term emoticon, you will literally receive millions of results ☺

Text, Chat and Email Acronyms / Abbreviations

tmw	-	Tomorrow	NIMBY	-	Not In My Back Yard
2nite	-	Tonight	NOOB	-	New person to a site or game
BRB	-	Be Right Back	OMG	-	Oh My God
BTW	-	By The Way	POV	-	Point Of View
B4N	-	Bye For Now	ROTFL	-	Rolling On The Floor Laughing
BFF	-	Best Friends Forever	THX or TX	-	Thanks
CYA	-	See Ya	TMI	-	Too Much Information
FWIW	-	For What It's Worth	TTYL	-	Talk To You Later -or- Type To You Later
GR8	-	Great	XOXO	-	Hugs and Kisses
IMHO	-	In My Humble Opinion	LOL	-	Laughing Out Loud -or- Lots Of Love
J/K	-	Just Kidding			
L8R	-	Later			
LYLAS	-	Love You Like A Sister			

There are many more acronyms / abbreviations in use than the ones listed above, and new ones are being incorporated into popular use all of the time. If you want to stay current, you can search for “text abbreviations” or “text acronyms.”

EMAIL ACTIVITY**GETTING STARTED WITH EMAIL**

By creating an email account you will be able to send and receive messages instantly, helping you stay connected with friends, family and the rest of the planet.

- **PART ONE—Create an Email Account**

There are several different options for email providers. Some of the more popular providers are Gmail and Yahoo. Signing up for an email account is quick and simple. Here is how you sign up for a Yahoo account:

1. In your web browser, go to yahoo.com
2. Click the “Mail” button in the top right corner
3. Click “Create New Account” button in the bottom right corner
4. Fill out the required information including your name, username, password, and a few other things. Write your email address here:

My Email Address: _____@yahoo.com

5. Click “Create My Account” button

- **PART TWO—Write your First Email**

Sending email is just about as easy as sending a letter through the postal service. And you don’t need to pay for a stamp!

1. Get the email address from another student. Write it here:

Partner 1’s Address: _____@yahoo.com

2. From the Inbox, click **Compose Message**. This will take you to a new window where you can compose an email.
3. Enter the email address of the other student exactly as written above in the **To** line.
4. In the **Subject** line, write “My First Email.”
5. Click in the big white box below the “Subject” line. This is the **body** of the message.
6. Write a **greeting** (Hello, Hey, Hi, etc.) and write three questions for your partner. (examples: What is your favorite color? What month is your birthday? Where were you born?) Include a **closing** at the end (Thanks, Sincerely, Bye)
7. Click the **Send** button. Congratulations, you just sent your first email!

- **PART THREE—Read and Reply to Your Email**

1. From your inbox, click the new email you received from your partner. This opens up the **Read Message window**.
2. Click the **Reply** button.
3. Answer your partner's question and click **Send** (remember to include a greeting and closing).

- PART FOUR—Forward an email

If you ever receive a funny or interesting email, you can share it with another person by **forwarding** it to them.

1. Find a new partner and get their email address. Write it here:

Partner 2's Address: _____@yahoo.com

2. Now re-open the email you received from your original partner. This time click the **Forward** button. Carefully enter Partner 2's email address. If you'd like, you can write something in the body.

3. Click **Send**. You're done!

- PART FIVE—Adding contacts

A contact list is an address book where you can keep the names and email addresses of people you communicate with. By creating a contact list, you won't have to remember the exact spelling of other people's email addresses. Here are two ways to add contacts to your list:

Method 1

1. Click the **Contacts** tab. Then click the **Add A New Contact** button.
2. Fill in information about your contact (name, email address, etc.)
3. Click the **Save** button. Now when you write an email to someone on your contact list, you only need to type in the first few letters of their name in the **To** line and their name will pop up automatically.

Method 2

1. If you receive an email from someone you want to add to your contact list, open the email and click the + icon next to the sender's email address.
2. A window will pop up where you can fill out contact information.

- PART SIX—Signing out and on

It's important that you always sign out after you finish your email session. Otherwise, the next person to use the computer may have access to your personal information. Think of it like locking the door after you leave your house.

1. At the very top of the page click the **Sign Out** link. This will take you to the Yahoo home page.
 2. To sign back into your email account, click the **Mail** button in the top right of the window.
 3. Enter your Yahoo ID and Password. Uncheck the **Keep me signed in** box.
- PART SEVEN—Advanced Email Tricks
 1. **Sending an email to multiple recipients:** Put one address in the **To** line and another in the **CC** (carbon copy) line. If you want to hide the identities of your recipients from each other, use **BCC** (blind carbon copy).
 2. **Formatting your email:** Test the different tools on the format bar such as **font, size, style, color, alignment**.
 3. **Emoticons:** An emotion is a way to show your feelings in an email. Click the **Emoticon** button to choose from a face that represents the tone of your email. You can also type emotions on the keyboard. Some common emoticons:

Happy	:)
Sad	:(
Wink	;))
Big Smile	:D
Tongue	:P
Angry	X(

4. **Attachments:** Send music, pictures, documents, or any other type file as an attachment. Click the **Attachment** button. Go to the student folder and choose a picture to send as an attachment.
5. **Organize email with folders:** You may want to organize your email to make it easier to find something important later. Select a message by checking the box on the left side of the inbox panel. Then click the **Folder** icon. From the menu, select

New Folder. Create a name for the new folder like “Email 101.” Your new folder will appear on the left panel. See what’s inside by clicking it. Additionally, you can use click the **star** icon to mark an email as important.

6. **Trash and Spam:** If you want to get rid of an email, select it and click the folder icon again. To delete the email, choose the **Trash** option. After some time, you will likely receive junk email called **spam**. Most email providers have spam filters built in, but if you receive a spam email, you should move it to the **spam folder** instead of the trash. This teaches the spam filter to recognize junk mail in the future.
7. **Search old email:** If you want to find a particular email, you can type a few keywords in the **search bar** and press “enter” to see all emails containing your search terms.

- PART EIGHT—A Few More Hints

1. **Decorate the Inbox:** Click the **Options** menu at the top of the screen and select **Themes**. You can choose a new background for your inbox.
2. **Keyboard Shortcuts:** Save time by using keyboard shortcuts. Here are few useful shortcuts:

N	Create a new message
M	Go back to Inbox
F	Forward email
R	Reply to email

3. **Customize Your Account:** Click the **Options** menu and choose **Mail Options**. Here you can set up your account preferences, create a signature, program email filters, and a lot more.

MICROSOFT WORD

Introduction to Microsoft Word is a two (2) hour course designed to familiarize students with terminology, screen components and the most commonly used functions offered by Microsoft Word. Emphasis will be placed on proper document formatting techniques and file naming and file management conventions.

Objectives:

- Identify the main components of the user interface
- Identify the purpose of the commands on the menu bar
- Explain the difference between copy and cut
- Copy, cut and paste text
- Work with the buttons on the toolbar
- Work with the pointer in a program
- Work with text and characters in a program
- Explain the use of primary keyboard shortcuts and key combinations
- Perform basic tasks by using a word processor
- Edit and format text
- Work with pictures
- Work with language tools (spell check, dictionary, and thesaurus)
- Identify the various benefits of using word processing software

DEFINITION:

Microsoft Word is the word processing component of the Microsoft Office Suite. It is used primarily to enter, edit, format, save, retrieve and print documents.

PAY SPECIAL ATTENTION TO TERMINOLOGY:

While different versions have different appearances, they all have most of the same features. If you know what to call it, you should be able to find it in other versions.

- Show/Hide to show “hidden” codes. Confusing at first but makes it easier to fix problems 😊

- “NAVIGATION”

Ribbon Components

File Tab Options:

- My Computer C:.....
- My Documents.....
- Folders.....
- Sub-folders
- File Types
- Files Names.....

Home Tab Groups:

- Clipboard
- Font
- Paragraph
- Styles
- Editing.....

Insert Tab Groups:

- Pages
- Tables
- Illustrations.....
- Links.....
- Header & Footer
- Text.....
- Symbols

Page Layout Tab Groups:

- Themes
- Page Setup
- Page Background
- Paragraph
- Arrange

References Tab Groups:

- Table of Contents.....
- Footnotes
- Citations & Bibliography
- Captions.....
- Index.....
- Table of Authorities

Mailings Tab Groups:

- Create
- Start Mail Merge.....
- Write & Insert Fields
- Preview Results.....
- Finish

Review Tab Groups:

- Proofing
- Language
- Comments
- Tracking
- Changes
- Compare
- Protect.....

View Tab Groups:

- Document Views.....
- Show
- Zoom
- Window
- Macros.....

Microsoft Word Terminology

Alignment: refers to the position of lines in a paragraph in relation to the documents left and right margins

This text is left aligned.

This text is centered.

This text is right aligned.

This text is fully justified. It is spread evenly from the left to the right margin. All text in this paragraph will be justified between margins until you hit the enter key to force a new paragraph.

Backspace: deletes data to the left of the insertion point.

Bold: characters in bold appear on the screen in a higher intensity. **This text is bold.**

Bold should be used for emphasis, but like all formatting characteristics, should be used sparingly.

Bullets: special characters or symbols that are used to set off a paragraph.

- This is item one in a bulleted list.
- This is item two in a bulleted list.

Centering: the placement of a line of text in the center of the screen or page where the left-most and right-most characters in the line are the same distance from the left and right margins. (see alignment)

Clip Art: pre-designed images that can be placed within a document.

Close: closes the document and offers to save the changes you made to the document without exiting the program.

Copy: creates a duplicate of highlighted/selected text and saves to the clipboard to be pasted elsewhere.

Cut: removes highlighted/selected text and saves to the clipboard to be pasted elsewhere.

Default: A default setting is the software manufacturer's preset option for a particular command or function. Default settings can be changed.

Document: another name for a file created using Microsoft Word.

Font: a style of typeface, such as: Times New Roman, **Arial Black**, Arial, and *Freestyle Script*. A font is a set of all the characters available in one typeface and size, including uppercase and lowercase letters, punctuation, and numerals.

Font Formatting: changes the appearance of the text. Font formatting includes enhancements such as font style (**bold**, centering, and underline), point size (12 pt), and font typeface (Times New Roman, Arial, and Courier New).

Format Painter: enables you to copy the formatting of one word or paragraph and apply it to another word or paragraph.

Hard Return: You can force Word to end a paragraph and move to the next line by pressing the enter key. The resulting “hidden” command is called a Hard Return.

I-beam Mouse Pointer: The mouse pointer turns into an I-beam mouse pointer when it is within the document area. Use the I-beam mouse pointer to place the insertion point in a document.

Indentation: the amount of space measured from the page margin that is applied to a paragraph or an area of a document.

Insertion Point: the point at which the cursor is blinking on the document screen.

Italics: Italicized characters appear on the screen slightly tilted to the right. *This text is italicized.*

Line Spacing: refers to the number of lines used by each line of text. In single-line spacing, each line of text is followed by another line of text, and there are no blank lines in between. In double-line spacing, each line of text is followed by a blank line.

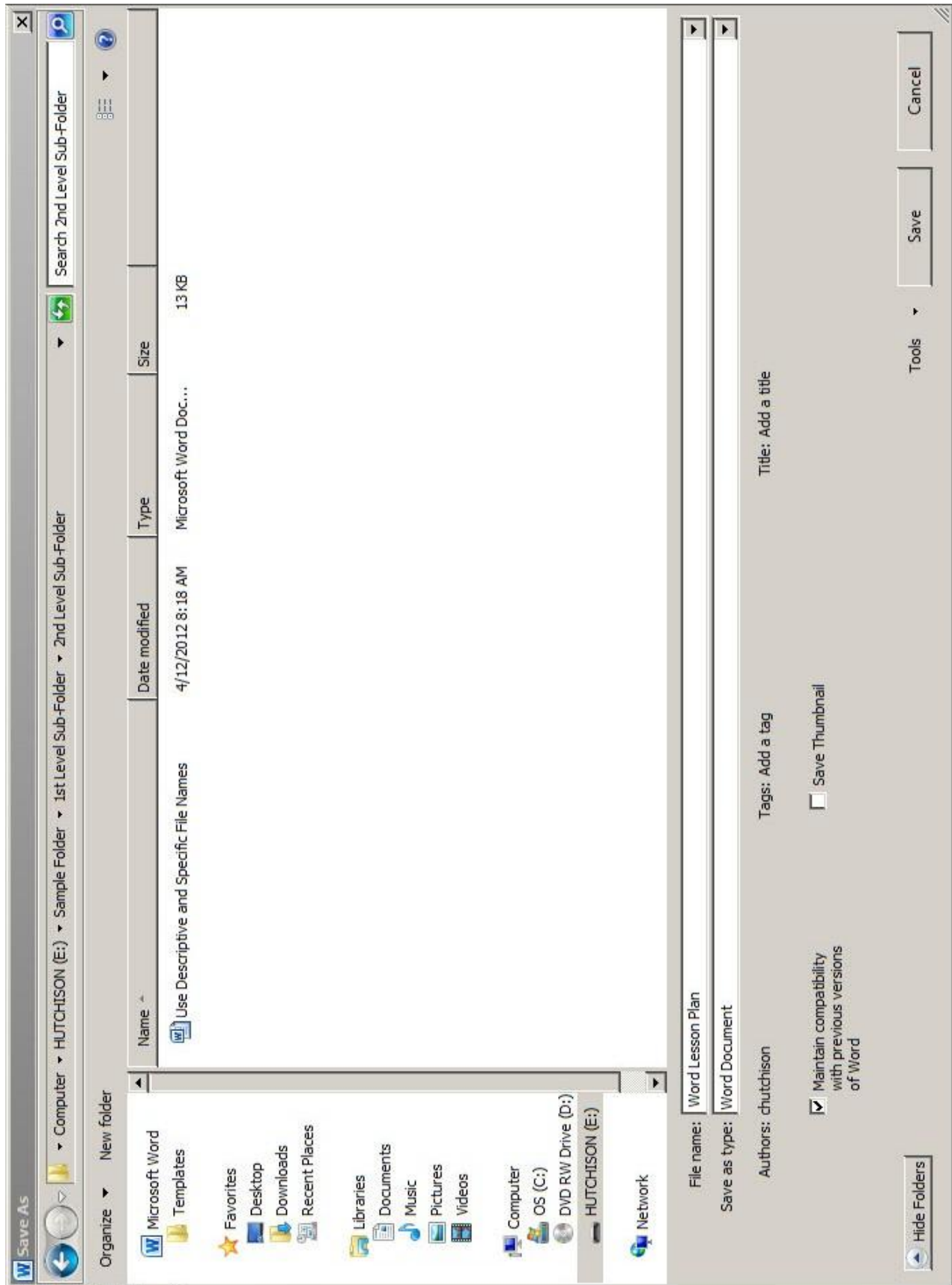
Margin: The amount of blank space, usually measured in inches or characters, above and below and to the right and left of the main body of a document.

Paragraph: A paragraph is any amount of text separated by a hard return. Microsoft Word sees anything from a single word to an entire page of text as a paragraph.

Paste: Adds previously copied or cut text at the insertion point.

Print Preview: Print Preview lets you see how your document will look on the page before it is printed.

Wrapping: Text automatically wraps to the next line when typing in Microsoft Word. The only time you need to hit the enter key is when you want to start a new paragraph.



MICROSOFT EXCEL

Introduction to Microsoft Excel is a two (2) hour course designed to familiarize students with terminology, screen components and the most commonly used functions offered by Microsoft Excel. Emphasis will be placed on file naming and file management conventions. Students will create and save a working budget which they may use for their own personal benefit.

Objectives:

- Identify the main components of the user interface
- Identify the purpose of the commands on the menu bar
- Work with the buttons on the toolbar
- Work with text and characters in a program
- Explain the use of primary keyboard shortcuts and key combinations
- Enter data into a spreadsheet
- Perform basic mathematical operations in a spreadsheet
- Insert charts into a spreadsheet
- Explain the purpose of options available for printing a spreadsheet
- Explain the difference between a workbook and a spreadsheet
- Successfully move from one cell to another containing formulas and text
- Understand absolute and relative cell references
- Copy, Cut and Paste text and formulas
- Use the fill function for dates and formulas

DEFINITION:

Microsoft Excel is the spreadsheet component of the Microsoft Office Suite. It is used primarily to enter, edit, format, sort, perform mathematical computations, save, retrieve and print numeric data.

PAY SPECIAL ATTENTION TO TERMINOLOGY:

While different versions have different appearances, they all have most of the same features. If you know what to call it, you should be able to find it in other versions.

- Use key stroke and key stroke combinations to move quickly from one place to another within the spreadsheet.

.....

- Clicking and Scrolling options

.....

- File Tab options

.....

File Management:

- My Computer C:.....
- My Documents.....
- Folders.....
- Sub-folders
- File Types.....
- Files Names.....

Ribbon Components

Home Tab Groups:

- Clipboard
- Font
- Alignment
- Number.....
- Styles
- Cells
- Editing.....

Insert Tab Groups:

- Tables
- Illustrations.....
- Charts
- Sparklines
- Filter
- Links.....
- Test.....
- Symbols

Page Layout Tab Groups:

- Themes
- Page Setup
- Scale to Fit
- Sheet Options
- Arrange

Formulas Tab Groups:

- Function Library
- Defined Names
- Formula Auditing
- Calculation

Data Tab Groups:

- Get External Data.....
- Connections
- Sort & Filter
- Data Tools.....
- Outline.....

Review Tab Groups:

- Proofing
- Language
- Comments
- Changes

View Tab Groups:

- Workbook Views.....
- Show
- Zoom
- Window
- Macros.....

Microsoft Excel Terminology

Absolute Cell Reference: An absolute address in a formula refers to a specific cell location. Absolute references do change when you copy and paste or fill them down or over. Absolute references are created by adding a \$ sign in front of each character in the cell address. For example, \$B\$4 will always refer to cell B4.

Active Cell: The active cell contains the insertion point and is identified by a dark border around the cell. Its address (location) is shown in the formula bar. Any action you perform is performed on the active cell.

Alignment: **Horizontal** alignment refers to the position of the contents of a cell in relation to its side borders.

Left Align	Centered	Right Align
------------	----------	-------------

Vertical alignment refers to the position of the contents of a cell in relation to its top and bottom borders.

Top Align	Centered	Bottom Aligned
-----------	----------	----------------

Arithmetic Operators: The characters used to calculate numbers within a formula. Addition (+), Subtraction (-), Multiplication (*), Division (/)

AutoFill: AutoFill is the Excel feature that allows you to automatically copy cells and fill them down or across a series of cells.

Borders: Lines you may format around your cells or range of cells to enhance the readability and/or appearance of your spreadsheet.

Cell: A cell is the intersection of a row and a column. A cell can contain a label, a numeric value, or a formula.

Cell Address/Reference: The column letter and row number where the cell intersects. Example B4 is the intersection of column B and row 4.

Close: Use the Close command when you want to complete your work on a file and put it away without leaving Excel.

Columns: Columns are the vertical divisions of a worksheet identified by letters.

Default: A predetermined (by the manufacturer) setting for a particular command. Default settings can be changed.

Formula: A formula is a mathematical statement usually containing cell references and/or numbers and mathematical operators. A formula always starts with an equals sign (=).

Formula Bar: The formula bar is located under the toolbars at the top of the working screen. It contains the edit line for working with formulas and provides information regarding cell addresses.

Functions: A function is a preset formula. Functions consist of the function name and its arguments. The function name tells Excel what calculation you want it to perform.

Range: A range is a block of cells that can be selected, manipulated, named, and formatted as a group.

Relative Addresses: A relative address is a standard cell reference. Example: B4, U2. A relative cell references changes when copied and pasted to a new cell or is filled down a series of rows or across columns.

Rows: Rows are the horizontal divisions of a worksheet that are identified by numbers.

Sorting: Sort is a command which automatically arranges selected data alphabetically or numerically. You can sort in either ascending or descending order. It is important to highlight all of the data you want included in the sort.

Spreadsheet: The generic term for the type of program that allows for entering, analyzing, and calculating data. Common spreadsheet uses include analysis, charting, and budgeting.

Workbook: A workbook is a collection of worksheets saved as one file. The worksheets generally contain related material. The default number of worksheets in a workbook is three. These can be deleted or more worksheets can be added.

Worksheet: A worksheet is an electronic spreadsheet that lets you enter, analyze, and calculate data.

Wrap Text: Wrap Text is a cell formatting option that forces text to break into lines within a cell.

RESUME WRITING

Resume Writing is a two hour course designed to instruct students how to craft a resume for a 21st century job search. Students will learn how to use computer resources to write, format, and distribute a resume that accurately reflects their skills, experience, and educational background.

Objectives:

- Use computer resources to create, format, and distribute a complete resume that accurately represents their skills, experience, and educational background
- Identify employment opportunities
- Explain protocol for use of references
- Determine the impact of technology on careers of personal interest
- Effectively use information and communication technology tools
- Identify skills that can be transferable among a variety of careers; and identify the steps for an effective job search.

What is a resume?

.....

Who needs a resume?

Why is a resume important?

.....

How have resumes changed with technology?

.....

What makes a “good” resume?

.....

How long does an employer typically look at a resume?

Anatomy of a Resume

A resume usually has these 5 Sections:

SECTION 1: Contact Information

[FIRST NAME] [LAST-NAME]

[Permanent Address]

[Phone number]

[E-mail]

Don't use an email account with a silly name.

You want potential employers to take you seriously, and an unprofessional email address will give them a negative first impression.

Which email addresses are more professional?

hawtlegggs59@hotmail.com
chunkymonkey240@yahoo.com
iHatework@aol.com

agnes.alderman@gmail.com
cbloomis@gmail.com
Miguel.A.Guzman@gmail.com

SECTION 2: Professional Summary and Career Objective

There are two common approaches to writing a professional summary. The first way is a short paragraph. Here is a professional summary for a retail manager:

Professional Summary:

Experienced, resourceful and effective retail manager with proven proficiency in all aspects of boutique management. Cutting-edge merchandiser with expert ability in combining innovative display techniques with visual standards and sales strategies in order to achieve optimal retail success. Top-selling sales associate who regularly exceeds client expectations by building on-going quality relationships.

A paragraph format professional summary has these features:

.....

An alternate approach is to use a bulleted list to present your professional summary:

Career Profile

- Caring, compassionate Registered Nurse with seven years experience in private practice, hospital, and hospice environments
- Experienced Charge Nurse for cardiac and oncology floors for major teaching hospital
- Strong analytical skills, capable of assessing conditions and implementing appropriate intervention
- Effective trainer and educator for both peers and patients

A bulleted list professional summary has these features:

.....

.....

.....

Finally, some people may still prefer to use an old-fashioned career objective:

Objective:

To contribute acquired bookkeeping and office management skills to an organization offering opportunities for advancement.

Why do you think employers prefer professional summaries?

.....

.....

Which format will you use? And why?

.....

.....

.....

SECTION 3: Work History

The work history section is where you describe your previous employment experience in detail. This section should include:

WORK HISTORY:

Previous/Current Employer Names

Dates worked (optional)

Locations

Job Titles

Responsibilities, skills gained, achievements

There are two different work history formats: Chronological and Functional.

Chronological Format

May 2010 to present	Texas State Library , Austin, TX
Library Assistant	
Assist patrons with research questions and locate resources. Catalog materials in database. Plan community literacy outreach programs.	
June 2008 to March 2010	Java-va-voom Coffee , Austin, TX
Barista	
Prepared food and beverage orders and served customers. Developed customer relationships. Performed accurate cash handling functions.	

Functional Format

Communications: Executed international public relations campaigns. Represented department in meetings. Prepared annual reports.		
Customer Service: Handled customer concerns and complaints. Resolved high volume of weekly customer inquiries Expertly sliced pastrami according to customer preference.		
Present:	Maddox Consulting	Nome, AL
	Vice President	
Past	O' Flannery and Sons Imports	Mobile, AL
	Communications Director	
	Joe's Deli	Hackensack, NJ
	Cured Meat Engineer	

Who should use the chronological format and why?

.....

.....

.....

Who should use the functional format and why?

.....

.....

.....

SECTION 4: Educational Background

Most jobs have an education requirement, ranging from a high school diploma to very specific industry certifications. In the Educational Background section you list where you went to school, degrees you have earned, notable academic accomplishments, and industry-related certifications. Typically, the educational background includes the following:

EDUCATION:

School Name, Location

Degree Earned, Major, Graduation Date

GPA (if higher than 3.0)

Honors, Accomplishments, Relevant Coursework (optional)

What should you consider when listing your educational background?

.....

.....

.....

SECTION 5: Other Skills, Non-Work Experience

If you have other relevant skills not mentioned in other parts of your resume, you can list them in this section.

Other Skills Examples:

.....

.....

.....

.....

Some employers look for employees who have a well-rounded life *outside* of the workplace. By describing volunteer and other non-work experience, a potential employer can see that you are serious about developing skills and are motivated by something besides a paycheck. Furthermore, people without an extensive work history can use this section to show that they still have useful skills not reflected in their employment history.

Non-Work Experience Examples:

.....

.....

Resume Practice Activity

RESUME STRATEGIES

JORDAO MORENO
 1414 Elm Drive ♦ Philadelphia, CA 02710 ♦ (714) 555-0155 ♦ someone@example.com

HUMAN RESOURCES GENERALIST

- **Certified Professional in Human Resources (PHR)** with additional state certification in California (PHR-CA) offering a 18-year HR career distinguished by commended performance and proven results.
- **Extensive background in HR generalist affairs**, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, HR policies development and legal compliance.
- **Demonstrated success in negotiating win-win compromises**, developing teambuilding programs and writing personnel manuals, corporate policies, job descriptions and management reports.

PROFESSIONAL EXPERIENCE

TREY RESEARCH — Los Angeles, CA
Provides voice and data communications systems for small and mid-sized companies.

HR Generalist, 2008 to Present

- Played a key role in ensuring the successful launch of Los Angeles office. Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation.
- Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee-retention rate of 89% within an industry where high turnover is the norm.
- Negotiated approximately 50 salary offers and dozens of sign-on bonuses/relocation packages annually at both the exempt and non-exempt level.

CONTOSO, LTD. — Lake Forest, CA
Leading home healthcare company employing 4,500 professionals.

HR Representative, 2000 to 2008 **HR Assistant**, 1995 to 1997

- Trained 25-member management team on interviewing techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to sound hiring decisions.
- Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.

EDUCATION & CERTIFICATIONS

WALNUT TREE UNIVERSITY — Brookville, CA
 Bachelor of Arts (BA) in Psychology (with honors), 1997

HR Designations:

- PHR-CA (Professional in Human Resources with CA state-specific certification), 2004
- PHR (Professional in Human Resources), 2002

OF NOTE

Professional Development:

- Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security.

Affiliations:

- Society for Human Resource Management (SHRM)
- Staffing Management Association (SMA) of Southern CA

Callouts:

- Bold fonts highlight important details
- Bullet points make your resume easy to scan
- Choose a clear professional font
- Sections are divided clearly with lines
- White space can guide reader's focus

CONTENT or “How to Write a Resume”

- Be concise
- Keywords
- Research
- Detail oriented.....
- Accuracy
- Audience.....
- Word choice/voice.....
.....

DESIGN or “Make It Look Pretty”

- Bullet points.....
- White Space
- Alignment
- Font size and style
- Spelling
- Headers

AVOID or “Don’t Do This!”

- Lies.....
- Multiple fonts
- Pictures.....
- Overly personal information
- Salary
-
- Misspellings and other typos

21st CENTURY RESUMES

Key functions in Microsoft Word:

- Creating a resume from a template
- Formatting text (fonts, style, alignment, spacing)
- Bullet points and outlining tools
- Spell check and thesaurus.....
- Inserting lines to break up sections (type 3 hyphens press enter).....
.....
- Converting documents to different formats
.....

Many employers today prefer to receive resumes through email. What are different ways to send a resume via email?

.....

.....

.....

.....

As always, **you must protect yourself when you using the internet.** If you post a resume to a job site while you are currently employed, your boss might not be happy to discover that you are looking for another job. Also, not every job posting online comes from a reputable employer. What are ways you stay safe online?

.....

.....

.....

Resume Keywords

It is crucial that your resume is targeted to the specific job you are seeking. By including the right **keywords** to describe your qualifications, you can show a potential employer that you already speak the “language” of the company. Today, many companies even use software to filter resumes based on a set of predetermined keywords. This means that if you know how to choose the correct keywords, your resume has a better chance of appearing at the top of the pile!

Below you can find a list of keywords divided by categories to help you get started. Remember, this is not a complete list, and every company has their own set of keywords. The best way to figure out what keywords you should use is to do your own research of the company.

MANAGEMENT AND LEADERSHIP Administer Assign Authorize Decide Delegate Develop Direct Interview Manage Meet Organize Train Supervise Strategize	ADMINISTRATION Administer Allocate Distribute Facilitate Furnish Insure Process Provide Procure Purchase Schedule Secure Ship Supply
ACTION VERBS Expand Improve Handle Increase Launch Serve Solve Simplify Support Procedure Revamp Upgrade	HUMAN RELATIONS SKILLS Appraise Assist Contribute Cooperate Customer relations Educate Participate Serve Train Team
COMMUNICATION Advocate Contact Create Declare Design Display Negotiate Inform Interpret Promote Publicize Sponsor Represent Recruit Write	PLANNING AND RESEARCH Analyze Compile Develop Evaluate Gather Identify Implement Investigate Measure Prepare Plan Progress Solve Structure Submit

*Resume Practice Worksheet***PERSONAL INFORMATION**

Full Name:	
Address:	
Telephone:	
Email	

Professional Summary

List 3-4 of your strongest skills:

1.
2.
3.
4.

Employment Experience

List your most recent employer first and then former employers:

EMPLOYER NAME:		DATES EMPLOYED	FROM: TO:
LOCATION:		POSITION TITLE	
RESPONSIBILITIES:			
ACCOMPLISHMENTS:			

EMPLOYER NAME:		DATES EMPLOYED	FROM: TO:
LOCATION:		POSITION TITLE	
RESPONSIBILITIES:			
ACCOMPLISHMENTS:			

EMPLOYER NAME:		DATES EMPLOYED	FROM: TO:
LOCATION:		POSITION TITLE	
RESPONSIBILITIES:			
ACCOMPLISHMENTS:			

Educational Background

SCHOOL NAME:		DATES ATTENDED	FROM: TO:
LOCATION:		DEGREE/CERT. EARNED	
FIELD OF STUDY		GPA	
HONORS, RELEVANT COURSEWORK:			

SCHOOL NAME:		DATES ATTENDED	FROM: TO:
LOCATION:		DEGREE/CERT. EARNED	
FIELD OF STUDY		GPA	
HONORS, RELEVANT COURSEWORK:			

Other Skills

Languages:

.....

.....

Computer Skills:

.....

.....

Other Specialized Skills:

.....

.....

Non-Work Experience

Volunteer experience:

.....

.....

Awards or achievements:

.....

Other:

.....

.....

.....

.....

.....

.....

.....

RESUME EDITING ACTIVITY

1. Change font size of **Ronald Frump** in the contact information section to 22
2. Take out **underline style**
3. Change font size of **Professional Experience** heading to 16
4. Change **italics** to **normal style**
5. Change font of all text to **Garamond**
6. **Spell-check** for errors (F7 key)
7. **Delete** picture
8. Change the font size of the text under **Leadership** to size 12
9. Add bullet points below to text below **Mastery**
10. Fix margins in **Employment History**

Hint: Use the corrected copy on page 67 of this manual as a guideline.

Ronald Frump

725 5th Avenue ♦ New York, NY 10022 ♦ (212) 555-1212 ♦ TheRonald@Frumpmail.com

Objective

Pan-global corporate oracle with an unwavering commitment to mass produce unlimited quantities of a single product: success.

Profile

Without a doubt the most capable business genius that has ever lived and there is zero chance that someone else will come along and top my inestimable accomplishments. Immense talent for generating wealth as if it were a byproduct of an autonomic bodily function. Manage team of the finest mathematicians who must constantly invent new numbers to express how much I am worth. People-person and team-builder who can also swim in active volcanoes.

Professional Experience

LEADERSHIP

- Tirelessly stand as a blindingly bright beacon of greatness for all who behold me
- Delicately cradle the fate of the world in my hand like a hairless newborn panda cub
- Former vice-president of office coffee club

MASTERY

- Develop and implement strategic marketing plan for business
- Manipulate the laws of space and time for financial gain
- Have yet to make a wrong decision about anything and not about to start

HUMILITY

- Ten-time consecutive winner of Schlorbes Quarterly's award for "Most Humble Megatalent"
- Author of several groundbreaking books on how to be more self-effacing that undeniably eternal classics of literature that eventually make everyone forget about Shakespeare

Employment History

CURRENT

FRUMP INDUSTRIES– New York, NY

CEO FOR LIFE 1970-PRESENT

PAST

FRUMP FINANCIAL HOLDINGS – Tulsa, OK

President, 1997 to 2008

FRUMP SCHOOL OF COSMETOLGY – Peoria, AZ

Dean, 2008-2010

FIVE FLAGS OVER FRUMPWORLD FAMILY FUN THEM PARKS– Missoula, MT, Mobile, AL

Boss, 1988-1997

Education

CLOVERDALE COMMUNITY COLLEGE – Minneapolis, MN

Bachelor's Degree in Victory, 1978

Your Name

Street Address, City, St ZIP Code • phone • email

Objective

Describe your career goal or ideal job.

Experience

Company Name City, ST

Dates of Employment

Job Title

- Job responsibility /Achievement
- Job responsibility /Achievement
- Job responsibility /Achievement

Company Name City, ST

Dates of Employment

Job Title

- Job responsibility /Achievement
- Job responsibility /Achievement
- Job responsibility /Achievement

Company Name City, ST

Dates of Employment

Job Title

- Job responsibility /Achievement
- Job responsibility /Achievement
- Job responsibility /Achievement

Education

School Name City, ST

Dates of Attendance

Degree Obtained

- Special Awards/Accomplishments of Degree Minor

References

Available on Request

Resume Terminology

Career Objective: a one sentence statement of a job seeker's employment goals. The career objective is typically located after the contact information section on a resume. Most hiring managers now prefer professional summaries instead of career objectives.

Chronological Format: work history organized in sequential order with employment dates listed, starting with the most recent position. The chronological format is ideal for job seekers with a continuous work history.

Educational Background: resume section where educational qualifications and professional certifications are listed.

Functional Format: work history that highlights skills first and positions titles second with employment dates omitted. This format is suited for older job seekers, people with long gaps in their work history, and inexperienced workers.

Keywords: targeted words or phrases that effectively describe a job applicant's skills and experience. Hiring managers scan resumes for certain keywords to find qualified applicants.

Plain Text Format: a resume that does not have any special text formatting such as bold fonts or bullet points. Plain text formatted resumes are often needed for online job applications.

Professional Summary: resume section that succinctly illustrates an applicant's most notable accomplishments, skills, and experience. The professional summary can be written as a paragraph or a bulleted list. It is sometimes called a *career profile*.

Resume: a short one to two page document that summarizes one's experience, skills, and accomplishments.

Work History: resume section that lists one's employment experience. Each section of work history should have: job titles, company names, locations, and experience gained. Two common work history formats are the *functional format* and the *chronological format*.

ONLINE JOB SEARCH

Online Job Search is a two hour course that will provide students with strategies to conduct an effective online job search. Students will learn how to access job sites on the web, use job search engines, and fill out online applications. The course also includes a self-evaluation of skills and tips on how to guard the jobseeker's privacy during the job search.

Objectives:

- Identify the steps for an effective job search
- Complete, discuss, and analyze the results of personality, career interest assessments
- Research current and emerging fields related to personal interest areas
- Determine the impact of technology on careers of personal interest
- Identify skills that can be transferable among a variety of careers
- Evaluate the impact of positive and negative personal choices, including use of electronic communications such as social networking sites
- Complete sample job applications
- Evaluate career interests and abilities
- Evaluate job search engine strategies

Introduction

Finding a new job can be a challenge for just about everyone. There's a lot more to it than looking in the classified section of the newspaper, hoping to find your dream job. Today, the internet plays a major role in the job search, from developing a network of professional contacts to submitting job applications via email. What's more, the majority of entry-level positions in the United States are now **only** posted online!

Knowing how to use the internet effectively is now a required skill for all jobseekers. Our hope is that this guide will teach you the skills to become a successful job hunter in the 21st century.

What are the reasons for a job search?

.....

How did you (or someone you know) get a job in the past?

.....

How has the internet changed the job hunt process?

.....

What does a modern job hunter need?

- 1. Internet access:** Having reliable access to a computer and the internet is crucial since so much of the job search is now conducted online. You will need access to the internet to do research about companies, keep in touch with your network by email, find openings on job boards, and submit online job applications. If you don't have a computer or internet at home, your local library may be able to help.
- 2. Professional E-mail address:** Email is a fast and effective way to build your online network and communicate with potential employers. Before you start making online connections, make sure that you have a "professional" email address. Don't use a goofy nickname as your email address! That could give a potential employer a negative impression of you. Imagine that you are an employer and you receive two job applications from the following email addresses:

Steve.Gobs@gmail.com

fUnkyyyb0Y68@hotmail.com

Circle the email address that appears more professional to you!

If you are looking for a new job while presently employed, do not use the email address from your current job. You could get into trouble for using company resources to look for a new job. The best way is to create a free personal email account with an email provider such as **Gmail** or **Yahoo**.

Finally, make sure you always employ proper **email etiquette** when searching for a job. Always include an explanatory subject line, choose a plain styled font like Times New Roman, and keep your messages brief and direct. See the **Email** section in this handbook for more hints.

For more information on email, please see the **Email** chapter in this manual.

- 3. Resume:** A resume is like an advertisement for your job skills. Spend a considerable amount of time working on creating a strong resume that highlights your skills and qualifications. Also, think of your resume as a living document: every time you submit your resume, you should tweak it to match the position you want. For a detailed guide on how to make an effective resume, please see the **Resume Writing** chapter in this manual.
- 4. Organizational System:** It is very important to stay organized during the job search. To do that, you will need a **calendar**, a **job search journal**, and a **contact list**. Every time you complete a job-search task such as submitting an application or contacting a potential employer, record the details in your job search journal. Many of these organizational tools are incorporated into email programs, making them very convenient to use during the online job search.
- 5. Time:** A job hunt takes a lot of time: researching companies, preparing cover letters and resumes, and developing your professional network. Try to make the best use of your time and set a daily routine of job hunting tasks. Treat the job search like it was your job—even though you aren't getting paid for it.
- 6. Positive attitude** Remember that finding a job is not something that happens overnight. It may take several months before the right opportunity comes along, and for many, this process can be difficult and draining. However, it is very important to maintain a positive attitude throughout the entire job search process. Here are a few ways to help you stay uplifted during the job search:

- Set realistic small goals, such as taking a class to gain a new skill. Remember to record meeting these small goals in your job search journal. Seeing the progress you are making will validate the time effort you put into the job search.
- Try to turn any setbacks into learning opportunities that will make you a stronger job-seeker. Remind yourself that there are always jobs available.
- Having the support of family and friends during the job search can help you from getting discouraged and losing focus of your goals.

Networking

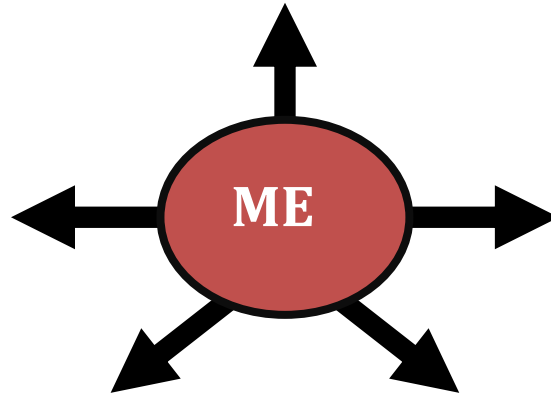
Your network (who you know and who they know) is the key to finding a new job. According to US Bureau of Labor Statistics, **around 70% of all jobs are found through networking**. This means that most jobs are not advertised in the newspaper or on online job boards. Rather, there is a “hidden job market” where openings are filled through word of mouth and professional recommendations.

So what exactly is **networking**?

Networking means **making connections with other people**. It’s not unreasonable to say that everyone already has a network—even if they don’t realize it yet. Your network includes:

- | | |
|-----------------------|-----------------------------------|
| • Family | • Former teachers and classmates |
| • Friends | • Current and former co-workers |
| • Recreational groups | • Church and social organizations |

Take a moment and write down at least five people in your personal network:



How can your network help you with your career goals?

.....

Think about how to approach people in your network for help. Be prepared and have a goal in mind, but don't directly ask for a job. Be creative and reconnect with someone you haven't talked to in a long time. Consider HOW you contact someone in your network:

.....

.....

How can you increase the size of your network?

.....

.....

PUTTING THE “NET” IN NETWORKING

Today the internet can help you expand your network all over the world. You can use the internet to make new contacts and maintain existing ones, communicate rapidly via email, and market your skills and qualifications. Here are just a few ways that the internet can be used for networking:

- **Social media:** Sites like **Facebook** and **LinkedIn** are the perfect places to start building your online network. You can connect with countless people who have similar career interests with just a few clicks. **But be careful what you put online!** Employers now check sites like Facebook when they are investigating job applicants—so don’t ever post anything embarrassing on your profile (even if you aren’t using it to find a new job).
- **Personal blog/website:** A career-minded personal website can be used as a virtual resume and business card. It’s a great way to showcase your talents, especially if you want to work in a creative field like design or writing.
- **Email:** Email is a useful networking tool that makes keeping in touch with people from all around the world easy. Periodically keep in touch with people in your contact list to maintain and develop your relationship. Again, remember to use proper netiquette!

Finally know that whenever you tap into your network, your friends and acquaintances are kindly offering their time and energy to help you. Always show your gratitude, and remember to return the favor when they seek you out for advice!

Job Search Steps

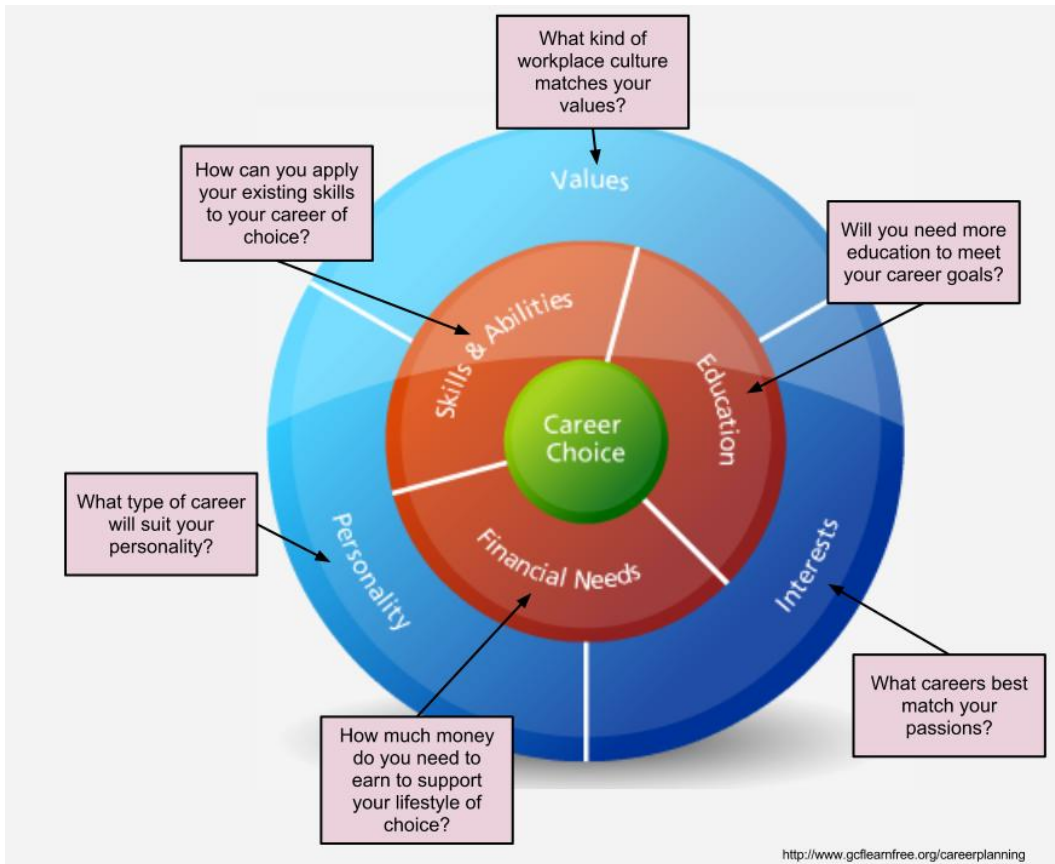
What are the steps for an effective job search?

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1. **SELF ASSESSMENT** Career Self Assessment Activity

Before you find the job of your dreams, you have to know exactly what you want from that job. The first step to an effective job search is completing a complete assessment of your interests, beliefs, abilities, experience, and needs.



2. RESEARCH:

After completing an assessment of your needs and interests, you are ready to start looking at possible careers. The next step is to learn more about the field you want to join. Learning as much as possible about an industry will make you a stronger applicant when you are ready to apply. Here is a list of questions that you should ask when researching a career:

What is the state of the industry?.....

.....

What kinds of positions are available?.....

What are the working conditions/culture like.....

.....

What are the educational requirements?

What is the typical salary?

There are a lot of resources available to help you answer these questions. The internet is a great place start.

- **Occupational Outlook Handbook** (<http://www.bls.gov/ooh/>): Published by the US Bureau of Labor Statistics, this site profiles hundreds of occupations and provides information about required qualifications, salary averages, work environment, and the growth rate.
- Other good **career profile sites**:
<http://salary.com> <http://occupations.careers.org/>
- Another good place to look for information is directly on a **company's website**. There you can find information about the company's history, products, values, and much more. And many companies list job openings directly on their websites.
- You can participate in specialized **online forums** to build up network contacts and get insider information from people who already work in a certain field.
- Many of the big online job boards (monster.com, indeed.com, and so on) have career profile sections, as well as well as other job searching resources.

Of course, once again nothing beats interacting with a real live person! Visiting a company, interviewing a current employee, or volunteering can give you a great sense of a job's responsibilities, expectations and environment.

3. CAREER OBJECTIVE

After the research phase you hopefully have a good understanding of where in the job market you might do well. Now you can start developing a **career objective**.

Examples of career objectives:

- *"I want a career as a health care technician in a small hospital"*
- *"Since I am artistic and like working with computers, I want to design web sites for a local media company"*
- *"Because I want to work with children, I want to change careers and become an elementary school teacher"*
- *"I love cooking and working in fast paced environments, so I want to own my own restaurant"*

After you create your career objective, you can begin to develop a plan to reach it. Use these questions as a guideline to develop small, realistic goals that will be like stepping stones to your career objective:

- Skills: What skills does the job require? What skills do I have? What do I have to do to get those skills?
- Sacrifices: Do I need to invest money in education? Will I have to take night or weekend classes? Am I willing to relocate?
- Network: Who do I need to talk to/meet Do I know someone who can help me?
- Physical stuff: targeted resumes, portfolio, calendar, business card, cover letter, references

Go to page 84 to complete a career objective activity.

4. FIND JOB OPENINGS

Finding job openings requires creative thinking. If you only rely on one approach, you will likely find yourself with limited opportunities. However, using too many approaches will stretch you too thin, keeping you from developing quality targeted applications. Take a look at the following methods and pick three to four that best suit your career objective and strengths.

Network

Remember the percentage of jobs created through networking? 70%! Employers want to be sure that the employees they hire are outstanding and can add value to their companies. And personal recommendations from trusted sources are still the best way to find those great employees. That means networking is an essential activity for all job seekers. Take every opportunity you can to cultivate your network—even after you start your new job.

Online Job Boards

Online job boards seem to advertise unlimited jobs, and thousands of new openings are added every day. Most feature powerful searching tools, letting you narrow down your job search to very specific criteria, such as location, job title, and salary. You can also post your resume directly to the job board for employers to peruse.

However, relying on these big online job boards can limit your opportunities. While it would be nice to simply type in your dream career and immediately get a job offer

with a few clicks, the reality is that these big boards are typically swamped by thousands of applicants all competing for the same jobs.

Additionally, it is much more difficult to make personal contact with a company this way. Despite this, online job boards are still valuable resources for career information and can give you the sense of what kind of jobs are currently in demand. Here a few of the major online job boards:

monster.com

indeed.com

careerbuilder.com

Specialized Online Job Boards

An alternative approach is using job boards dedicated to a certain industry or geographic location. There are job boards that specialize in government jobs, jobs for recent college graduates, non-profit jobs, and much more.

idealist.org - specializes in non-profit jobs and volunteer opportunities

workintexas.com - advertises job opportunities in Texas

craigslist.org - features jobs from local employers, but beware of scams

experienceworks.org – helps Texan seniors find jobs

Sign up for e-mail job alerts

Many job boards allow you to sign up for job notices sent directly to your email. This is a good way to find out and apply to openings as soon as they become available.

Directly apply to a company

When you find a company that matches your career objectives, see if any job listings are listed on their website. Additionally, you could look for contact information on a company's website and call or send an email to ask about any employment opportunities. It never hurts to ask!

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5. FOLLOW-UP

After you submit an application, you aren't finished yet! You need to follow up by calling a representative of the company. Finally, keep an organization log. Write down the name of the company and other contact info and date applied (*Go to page 85 to see an example of an organizational log*)

*Career Self Assessment***PART 1: INTRINSIC ASSESSMENT** - Rate each from 1-5 according to its importance to you:

Values	Rate Importance
High salary	
Helping people/society	
Prestigious job title	
Competing with others	
Leadership/management role	
Creative expression	
Prefer challenging work	
Control of schedule?	
Winning/Success	
Recognition from others	

Interests	Rate Importance
Spending time outdoors	
Using your hands and tools to build things	
Taking care of plants or animals	
Participating in athletic activities	
Working with numbers	
Playing musical instruments	
Learning new things	
Creative hobbies like painting or writing	
Teaching people new skills?	
Solving problems?	

Personality	
Working independently	
Working in groups	
Interacting with the public	
Performing repetitive tasks	
Work under pressure	
Well-organized	
Managing other people	
Coping with negative outcomes	
Flexibility	
Following established procedures	

PART TWO: EXTRINSIC ASSESSMENT – *Rate your technical and interpersonal skills. Then list your experience and financial needs.*

Technical Skills	Strong	Some	Limited
Computer/Software			
Other Languages			
Machines			
Drawing/Painting			
Writing			
Public Speaking			
Personal care			
Repair and Maintenance			
Installation			
Operation			
Troubleshooting			
Other			

Interpersonal Skills	Strong	Some	Limited
Detail Oriented			
Coordination/Make decisions			
Logic/Critical Thinking			
Teaching/Instruction/Advising			
Negotiation/Persuasion			
Time management			
Work without supervision			
Improve procedures			
Find opportunities to help			
Solve problems/Resolve			
Customer service skills			
Work as a team			
Communicate information			
Identify problems			
Empathize/Sensitive to			
Respect others			
Listen to others			

Experience

Education	Work Experience	Volunteer/Other

Financial Needs

EXPENSES	AMOUNT
Housing	
Utilities	
Food	
Entertainment	
Transportation	
Clothing/Hair Cuts/Self-Care	
Medical	
Savings	
Other	
TOTAL	

Career Profile Activity

The Occupational Outlook Handbook (<http://www.bls.gov/ooh/>) is a valuable tool that allows you to easily find information about thousands of careers.

DIRECTIONS: The instructor will assign you a job to search for on the OOH site. After you read about the job, fill out **Career Profile #1** form below by clicking on each box and typing in the correct information. After you finish, please search for another job of your choice and fill out **Career Profile #2**

Career Profile # 1

Career Name:.....

Average Salary:

Job Duties:

Educational Requirements:.....

Work Environment:.....

Projected Growth:

Similar Occupations:

Career Profile # 2

Career Name:.....

Average Salary:

Job Duties:

Educational Requirements:.....

Work Environment:.....

Projected Growth:

Similar Occupations:

Career Objective Activity

Use this outline to help you determine the steps needed to achieve your career goals.

Career Objective:

.....

.....

Potential Connections and Networking Opportunities:

Do I know anyone in this field? Where can I go to volunteer or meet people in this field?

.....

.....

Create goals that are S.M.A.R.T. (*Specific, Measurable, Attainable, Realistic and Timely*) and outline below.

Goal 1:

Step 1:

Step 2:

Step 3:

Goal 2:

Step 1:

Step 2:

Step 3:

What strategies will I use to stay motivated and on-task?

.....

.....

(Above activity adapted from: <http://www.gcfllearnfree.org/careerplanning/3.3>)

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EVALUATION

Please go to the following web site to evaluate this training session(s) and trainers.

<https://www.tsl.state.tx.us/ld/teal/studentresources.html>

Use the following link and register to win a FREE laptop through Every Community Online.

<http://training.connectednation.org/landing>

ADDITIONAL ONLINE RESOURCES

Basic Computer Instruction

Go to the following web sites to learn more about the basics of computer use.

Goodwill Community Foundation: <http://www.gcflearnfree.org/computerbasics>

The Goodwill Community Foundation has put together comprehensive and easy-to-navigate lessons, tutorials, and videos on a wide variety of computer and career topics.

Absolute Beginners Guide to Using Your Computer:

<http://www.bbc.co.uk/webwise/abbeg/abbeg.shtml>

Absolute Beginner's Guide to Using a Computer is an animated step-by-step guide to the basics of using a mouse and keyboard, the parts of a computer system, and even how to sit properly to avoid wrist and back problems.

Texas Workforce Skills Development in Libraries: <http://twdl.org/content/online-resources-learning-about-computers>

A collection of links to online resources for beginning computer users for learning about computers, specific software and the internet.

Input Devices (Mouse & Keyboard): Go to the following web sites to find more activities for mouse and keyboard practice.

SeniorNet

<http://www.seniornet.org/howto/mouseexercises/mousepractice.html>

If you are new to using a mouse, it may take a little practice to get the hang of it. Here are some simple exercises to help you get acquainted.

<http://www.nimblefingers.com/>

Online typing test tutorials will help you learn the basic keystrokes. These typing tests require Java 1.1 to load. Each topic contains multiple exercises.

Internet Basics & Cyber-Safety

Go to the following web sites to learn more about Internet basics and cyber-safety:

Cook Memorial Public Library District :

<http://www.cooklib.org/training/internetbasics/3.html>

A very user friendly tutorial about how to use the internet.

<http://ucc.sln.suny.edu/course/internet/limap0.htm>

3 comprehensive lessons on using the internet. This course was developed by Ulster County Community College under a Memorandum of Understanding with the State University of New York Office of Library & Information Services

Net Literacy: The following web sites provide guidelines on how to determine the usefulness and accuracy of information found on the internet.

Texas State University:

<http://www.library.txstate.edu/help/tutorials/iltutorial.html>

Offers 5 modules on everything you need to know in order to become information literate.

Internet Safety for Seniors: The following pages contain information specifically for seniors:

<http://www.atg.wa.gov/InternetSafety/Seniors.aspx>

<http://www.fbi.gov/scams-safety/fraud/seniors/seniors>

<http://www.atg.wa.gov/InternetSafety/DefendingYourComputer.aspx#passwords>

AARP How To Guides (also available in Spanish!):

<http://www.aarp.org/technology/how-to-guides/>

General Safety: The following web sites contain information about “general” online safety and what to do if you are the victim of a cyber crime.

Microsoft Password Strength Meter:

https://www.microsoft.com/security/pc-security/password-checker.aspx?WT.mc_id=Site_Link

This password checker does not collect, store, or transmit information.

The security of the passwords typed into this password checker is similar to the security of the password you enter when you log on to Windows. The password you enter is checked and validated on your computer. It is not sent over the Internet.

http://www.pcworld.com/article/206107-4/the_17_most_dangerous_places_on_the_web.html (all one address no spaces)

Your ONLINE footprint/profile: [Managing your online profile](#)

<http://pewresearch.org/pubs/1606/managing-your-online-reputation-profile-facebook-searching-for-ourselves>

Victims of cyber crime: Go to the following links to learn more about or to report cyber crime:

<http://www.fbi.gov/about-us/investigate/cyber/cyber>

http://www.pcworld.com/article/205309/65_of_web_users_are_victims_of_cybercrime.html

Online Shopping Safety: The following web sites provide additional tips on how shop safely online:

<http://www.microsoft.com/security/online-privacy/online-shopping.aspx>

<http://docs.yahoo.com/docs/info/consumertips.html>

Facebook Safety Tips: Provides expert tips on what to share and what not to share on social networking sites:

<http://www.pcmag.com/article2/0,2817,2340357,00.asp>

Online Dating Safety: The following links offer advice on how to safely use online dating sites:

<http://pewinternet.org/Reports/2006/Online-Dating.aspx>

<http://seniorliving.about.com/od/sexromance/a/onlinedatingtip.htm>

Online Resources for Email

Yahoo: <http://help.yahoo.com/tutorials/mail/index.html>

About.com: http://email.about.com/od/getstartedwithemail/u/email_basics.htm

Ehow.com: http://www.ehow.com/how_6536760_email-tutorial.html

Online Resources for Microsoft Word & Excel

Microsoft Office Suite (all Office programs) Training

<http://office.microsoft.com/en-us/training-FX101782702.aspx>

Scroll down the page to find tutorials on Office 2010, Office 2007 and Office 2003

Goodwill Community Foundation

<http://www.gcflearnfree.org/computerbasics>

Online Sources for Creating a Resume

<http://www.gcflearnfree.org/resumewriting>

Excellent and detailed self-paced course that explains how to craft a solid resume.

<http://workbloom.com/articles/resume/professional-resume-summary.aspx>

Goes over how to write an effective professional summary.

[http://www.quintcareers.com/Quintessential Careers Press/Words Hired By/](http://www.quintcareers.com/Quintessential_Careers_Press/Words_Hired_By/)

Explores keyword strategies.

<http://www.rileyguide.com/eresume.html>

Hints on how to create online-ready resumes.

<http://twddl.org/>

The website of the Texas Workforce Development in Libraries, a project that seeks to improve the workforce skills of Texas residents. The website has links to numerous job hunting resources.

Online Resources for Job Search

Online Job Boards

<http://www.indeed.com/>

One of the biggest job board websites. Check out their helpful tutorial on getting precise search results.

<http://www.monster.com/>

Another major online job board. They also have excellent resources on topics such as preparing a resume

<http://www.careerbuilder.com/>

This site has been posting jobs online for over 17 years. More than 24 million job seekers a month visit CareerBuilder.com

Career Research

<http://www.jobhuntersbible.com>

Website run by the author of the popular career advice book *What Color Is Your Parachute?* It features an extensive collection of well-written career advice articles and links to career development resources.

<http://www.bls.gov/ooh/>

The Occupational Outlook Handbook, published by the Bureau of Labor statistics, is one of the most complete career profile resources on the Internet. You can search for information about job responsibilities, salary, industry growth rates and much more for thousands of different careers.

<http://www.myskillsmyfuture.org/>

Sponsored by the US Department of Labor, this site let's you type in your previous jobs, and then suggests other possible careers that use the same skills. This is a great way to plan a long term career path.

<http://www.salary.com>

Great site for researching salary information for a variety of careers. There are also sections devoted to career support for recent college graduates, entry level, mid-career, and older workers.

<http://occupations.careers.org/>

Provides extensive occupational profiles on a number fields, making this site a valuable resource for researching a new career.

Texas Job Resources

<http://www.experienceworks.org>

Texas-based employment support site dedicated to helping seniors find employment.

<http://www.twc.state.tx.us/>

The Texas Workforce Commission can help job seekers find employment at a Texas state agency and explore training opportunities.

<http://workintexas.jobs/>

Job board advertising employment opportunities in Texas, including state agency jobs. Operated by the Texas Workforce Commission.

<http://twdl.org/>

Pronounced “twiddle,” this is the website for the Texas Workforce Development in Libraries program. Learn how libraries can help you improve your job searching skills.

Networking

<http://www.meetup.com>

Social networking site that promotes special events organized by local groups. Meeting people with similar interests and passions is a great way to build your network, learn something new, and possibly find employment opportunities.

<http://www.linkedin.com>

Social networking site for business networking. With over 150 million registered users from around the world, it’s a great way to meet other people who work in your field.